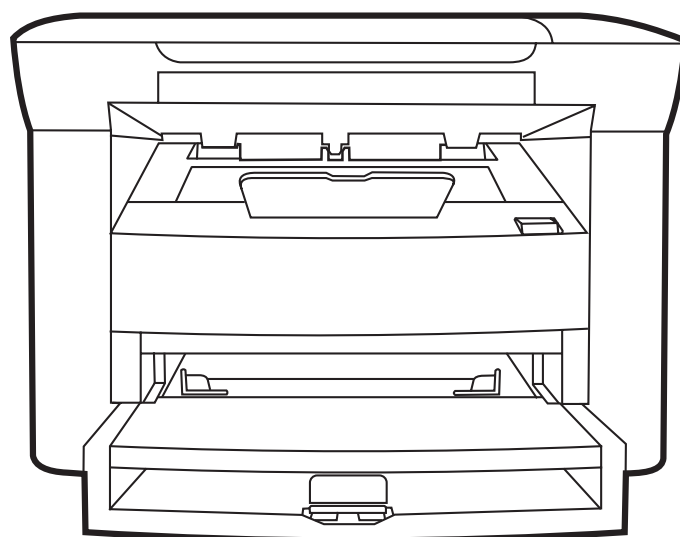


# HP LaserJet M1120 MFP Series

## User Guide





# HP LaserJet M1120 MFP Series

## User Guide



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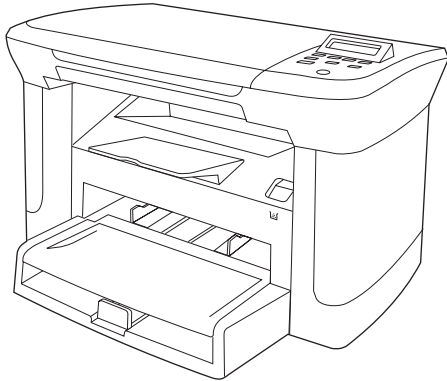
# 1 Product basics

- [Product comparison](#)
- [Product features](#)
- [Product walkaround](#)
- [Supported operating systems](#)
- [Supported product software](#)

# Product comparison

The product is available in the following configurations.

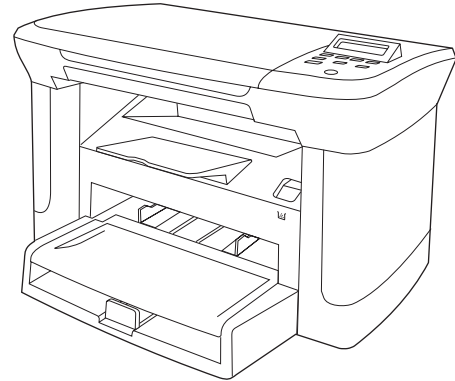
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## Base models

- Print letter-size pages at speeds up to 20 pages per minute (ppm) and A4-size pages at speeds up to 19 ppm.
- Priority input tray holds up to 10 sheets of print media.
- Tray 1 holds up to 250 sheets of print media or 10 envelopes.
- Manual two-sided (duplex) printing and copying.
- Hi-Speed USB 2.0 port.
- 32-MB random-access memory (RAM).
- Flatbed scanner.



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## Network models

Base model, plus:

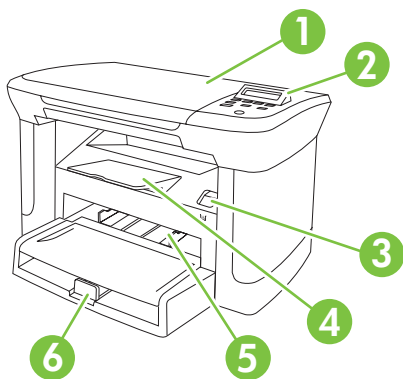
- 10/100 Base-T Ethernet network port.
  - IPv4 network protocol.
  - IPv6 network protocol.
-

## Product features

<b>Print</b>	<ul style="list-style-type: none"><li>• Prints letter-size pages at speeds up to 20 ppm and A4-size pages at speeds up to 19 ppm.</li><li>• Prints at 600 dots per inch (dpi) and FastRes 1200 dpi.</li><li>• Includes adjustable settings to optimize print quality.</li></ul>
<b>Copy</b>	<ul style="list-style-type: none"><li>• Copies at 300 dots per inch (dpi).</li></ul>
<b>Memory</b>	<ul style="list-style-type: none"><li>• Includes 32-megabyte (MB) random-access memory (RAM).</li></ul>
<b>Paper handling</b>	<ul style="list-style-type: none"><li>• Priority input tray holds up to 10 pages.</li><li>• Tray 1 holds up to 250 sheets of print media or 10 envelopes.</li><li>• Output bin holds up to 100 sheets of print media.</li></ul>
<b>Scan</b>	<ul style="list-style-type: none"><li>• Provides 1200 pixels per inch (ppi) full-color scanning.</li></ul>
<b>Printer driver features</b>	<ul style="list-style-type: none"><li>• FastRes 1200 produces 1200-dots-per-inch (dpi) print quality for fast, high-quality printing of business text and graphics.</li></ul>
<b>Interface connections</b>	<ul style="list-style-type: none"><li>• All models include a Hi-Speed USB 2.0 port.</li><li>• Network models include a 10/100 Base-T Ethernet network port.</li></ul>
<b>Economical printing</b>	<ul style="list-style-type: none"><li>• Provides N-up printing (printing more than one page on a sheet).</li><li>• Provides an EconoMode setting, which uses less toner.</li></ul>
<b>Supplies</b>	<ul style="list-style-type: none"><li>• The product ships with a 1,000-page (average yield) starter cartridge. The average yield for replacement cartridges is 2,000 pages.</li></ul>
<b>Accessibility</b>	<ul style="list-style-type: none"><li>• Online user guide is compatible with text screen-readers.</li><li>• Print cartridges can be installed and removed by using one hand.</li><li>• All doors and covers can be opened by using one hand.</li></ul>

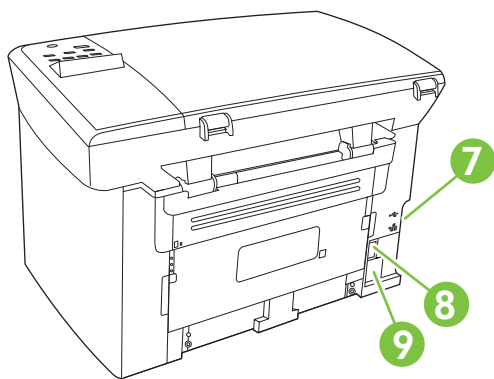
# Product walkaround

## Front view



1	Scanner lid
2	Control panel
3	Print-cartridge door latch
4	Output bin
5	Priority input tray
6	Tray 1

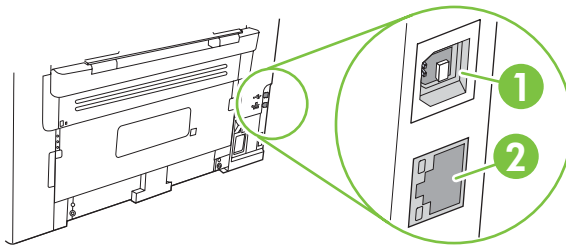
## Back view



7	Interface ports
8	Power switch
9	Power connector

## Interface ports

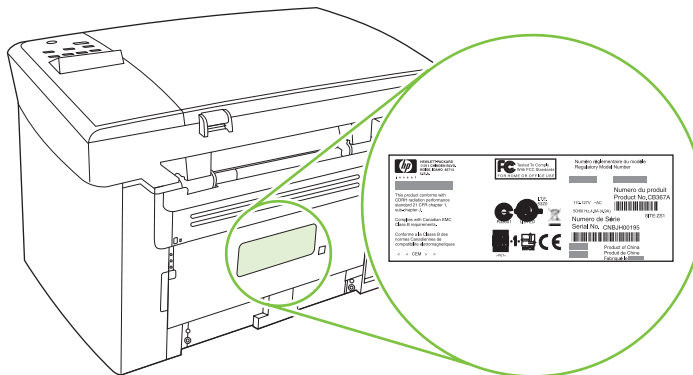
All models have a Hi-Speed USB 2.0 port, and network models also have a 10/100 Base-T Ethernet port.



- |   |                                     |
|---|-------------------------------------|
| 1 | Hi-Speed USB 2.0 port               |
| 2 | Ethernet port (network models only) |

## Serial number and model number location

The serial number and product model number label is on the rear of the product.



# Supported operating systems

The product supports the following operating systems:

## Full software installation

- Windows XP (32-bit)
- Windows Vista (32-bit)
- Windows 2000
- Windows 2003 Server (32-bit)
- Mac OS X v10.3, v10.4, and later

## Print and scan drivers only

- Windows XP (64-bit)
- Windows Vista (64-bit)
- Windows 2003 Server (64-bit)



**NOTE:** For Mac OS X v10.4 and later, PPC and Intel Core Processor Macs are supported.

# Supported product software

## Software included with the product

There are several options for completing a recommended install. Easy installation will complete the installation with default settings. Advanced installation allows you to review the license agreements and the default settings.

## Easy installation for Windows

- HP drivers
  - Printer driver
  - Scan driver
- HP MFP software
  - HP LaserJet Scan program
  - Uninstall program
- HP Update program
- HP Customer Participation Program
- Shop for HP Supplies program
- Other programs
  - Readiris OCR (not installed with other software; separate installation is required)

## Advanced installation

Advanced installation includes all of the features that are available with the easy installation. The HP Customer Participation program is optional.



## Macintosh software

- HP Product Setup Assistant
- HP Uninstaller
- HP LaserJet software
  - HP Scan
  - HP Director
  - Scan to e-mail program
  - HP Photosmart

## Supported printer drivers

The product comes with software for Windows and Macintosh that allows the computer to communicate with the product. This software is called a printer driver. Printer drivers provide access to product features, such as printing on custom-sized paper, resizing documents, and inserting watermarks.



**NOTE:** The most recent drivers are available at [www.hp.com/support/LJM1120](http://www.hp.com/support/LJM1120). Depending on the configuration of Windows-based computers, the installation program for the product software automatically checks the computer for Internet access in order to obtain the latest drivers.

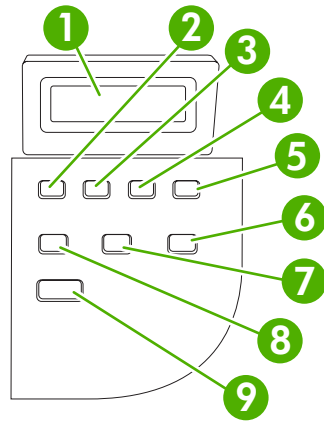


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## 2 Control panel

- [Control-panel walkaround](#)
- [Control-panel menus](#)

## Control-panel walkaround



1	Control-panel display	<ul style="list-style-type: none"> <li>Shows status information, menus, and error messages</li> </ul>
2	Left arrow button	<ul style="list-style-type: none"> <li>Navigates to the previous item in the list, or decreases the value of numeric items. With some numeric items, pressing the button once decreases the value by 1, while pressing and holding the button decreases the value by 10.</li> </ul>
3	Setup/OK button	<ul style="list-style-type: none"> <li>Activates the control-panel menus</li> <li>Clears an error condition when the condition is clearable</li> <li>Saves the selected value for an item</li> <li>Performs the action that is associated with the item that is highlighted on the control-panel display</li> </ul>
4	Right arrow button	<ul style="list-style-type: none"> <li>Navigates to the next item in the list, or increases the value of numeric items. With some numeric items, pressing the button once increases the value by 1, while pressing and holding the button increases the value by 10.</li> </ul>
5	Cancel button	<ul style="list-style-type: none"> <li>Cancels the current print, copy, or scan job in process and expels all of the active pages from the paper path. The time that it takes to cancel the job depends on the size of the print job. (Press the button only once.) Also clears continuable errors that are associated with the canceled job.</li> <li>Exits the control-panel menus</li> </ul>
6	More Copy Settings button	<ul style="list-style-type: none"> <li>Provides access to copy settings for the current copy job</li> </ul>
7	Lighter/Darker button	<ul style="list-style-type: none"> <li>Provides access to copy contrast settings for the current copy job</li> </ul>
8	# Copies button	<ul style="list-style-type: none"> <li>Provides a way to change the number of copies printed for a the current copy job</li> </ul>
9	Start Copy button	<ul style="list-style-type: none"> <li>Starts a copy job</li> </ul>

# Control-panel menus

## Use the control-panel menus

To gain access to the control-panel menus, use the following steps.

1. Press **Setup**.
2. Use the arrow buttons to navigate the listings.
- Press **OK** to select the appropriate option.
- Press **Cancel** to cancel an action or return to the Ready state.

## Control-panel main menus

These menus are available from the control-panel main menu:

- Use the **Copy setup** menu to configure basic copy default settings such as contrast, collation, or the number of copies printed.
- Use the **Reports** menu to print reports that provide information about the product.
- Use the **System setup** menu to establish basic product settings such as language or print quality.
- Use the **Service** menu to restore default settings, clean the product, and activate special modes that affect print output.



**NOTE:** To print a detailed list of the entire control-panel menu and its structure, print a menu map. See [Information pages on page 70](#).

**Table 2-1 Copy setup menu**

Menu item	Sub-menu item	Description
Default Quality	Text	Sets the default copy quality.
	Draft	
	Mixed	
	Film photo	
	Picture	
Def. light/dark		Sets the default contrast option.
Def. # of copies	(Range: 1-99)	Sets the default number of copies.
Def. Reduce/Enlrg	Original=100%	Sets the default percentage to reduce or enlarge a copied document.
	A4→Ltr=94%	
	Ltr→A4=97%	
	Full Page=91%	
	2 pages/sheet	
	4 pages/sheet	
	Custom:25-400%	

**Table 2-2 Reports menu**

Menu Item	Description
<b>Demo page</b>	Prints a page that demonstrates print quality.
<b>Menu structure</b>	Prints a control-panel menu layout map. The active settings for each menu are listed.
<b>Config report</b>	Prints a list of all the product settings. Includes network information when the product is connected to the network.

**Table 2-3 System setup menu**

Menu Item	Sub-menu item	Sub-menu item	Description
<b>Language</b>	(List of available control-panel display languages.)		Sets the language in which the control panel displays messages and product reports.
<b>Paper setup</b>	<b>Def. paper size</b>	<b>Letter</b> <b>A4</b> <b>Legal</b>	Sets the size for printing internal reports or any print job that does not specify a size.
	<b>Def. paper type</b>	Lists available media types.	Sets the type for printing internal reports or any print job that does not specify a type.
<b>Print Density</b>	(Range of 1-5)		Sets how much toner the product should apply to thicken lines and edges.

**Table 2-4 Service menu**

Menu item	Sub-menu item	Description
<b>Restore defaults</b>		Sets all customized settings to the factory default values.
<b>Cleaning mode</b>		Cleans the product when specks or other marks appear on printed output. The cleaning process removes dust and excess toner from the paper path.  When selected, the product prompts you to load plain Letter or A4 paper in tray 1. Press <b>OK</b> to begin the cleaning process. Wait until the process completes. Discard the page that prints.
<b>Less paper curl</b>	<b>On</b>	When printed pages are consistently curled, this option sets the product to a mode that reduces curl.
	<b>Off</b>	The default setting is <b>Off</b> .
<b>Archive print</b>	<b>On</b>	When printing pages that will be stored for a long time, this option sets the product to a mode that reduces toner smearing and dusting.
	<b>Off</b>	The default setting is <b>Off</b> .

---

## 3 Software for Windows

- [Supported operating systems for Windows](#)
- [Printer driver](#)
- [Priority for print settings](#)
- [Open the printer driver and change the print settings](#)
- [Software installation types for Windows](#)
- [Remove software for Windows](#)
- [Supported utilities for Windows](#)

# Supported operating systems for Windows

The product supports the following Windows operating systems:

## Full software installation


- Windows XP (32-bit)
- Windows Vista (32-bit)
- Windows 2000
- Windows 2003 Server (32-bit)

## Print and scan drivers only

- Windows XP (64-bit)
- Windows Vista (64-bit)
- Windows 2003 Server (64-bit)


## Printer driver

The product comes with software for Windows that allows the computer to communicate with the product. This software is called a printer driver. Printer drivers provide access to product features, such as printing on custom-sized paper, resizing documents, and inserting watermarks.

 **NOTE:** The most recent drivers are available at [www.hp.com/support/LJM1120](http://www.hp.com/support/LJM1120). Depending on the configuration of Windows-based computers, the installation program for the product software automatically checks the computer for Internet access in order to obtain the latest drivers.

## Priority for print settings

Changes to print settings are prioritized depending on where the changes are made:

 **NOTE:** The names of commands and dialog boxes might vary depending on your software program.

- **Page Setup dialog box:** Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here override settings changed anywhere else.
- **Print dialog box:** Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and do *not* override changes made in the **Page Setup** dialog box.
- **Printer Properties dialog box (printer driver):** Click **Properties** in the **Print** dialog box to open the printer driver. Settings changed in the **Printer Properties** dialog box do not override settings anywhere else in the printing software.
- **Default printer driver settings:** The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.



# Open the printer driver and change the print settings

Operating System	To change the settings for all print jobs until the software program is closed	To change the default settings for all print jobs	To change the device configuration settings
Windows 2000, XP, Server 2003, and Vista	<ol style="list-style-type: none"> <li>1. On the <b>File</b> menu in the software program, click <b>Print</b>.</li> <li>2. Select the driver, and then click <b>Properties</b> or <b>Preferences</b>.</li> </ol> <p>The steps can vary; this procedure is most common.</p>	<ol style="list-style-type: none"> <li>1. Click <b>Start</b>, click <b>Settings</b>, and then click <b>Printers</b> (Windows 2000) or <b>Printers and Faxes</b> (Windows XP Professional and Server 2003) or <b>Printers and Other Hardware Devices</b> (Windows XP Home).  For Windows Vista, click <b>Start</b>, click <b>Control Panel</b>, and then click <b>Printer</b>.</li> <li>2. Right-click the driver icon, and then select <b>Printing Preferences</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Click <b>Start</b>, click <b>Settings</b>, and then click <b>Printers</b> (Windows 2000) or <b>Printers and Faxes</b> (Windows XP Professional and Server 2003) or <b>Printers and Other Hardware Devices</b> (Windows XP Home).  For Windows Vista, click <b>Start</b>, click <b>Control Panel</b>, and then click <b>Printer</b>.</li> <li>2. Right-click the driver icon, and then select <b>Properties</b>.</li> <li>3. Click the <b>Configure</b> tab.</li> </ol>

## Software installation types for Windows

The following software installation types are available:

- **Easy.** Installs the full software solution.
- **Advanced.** Use this option to select which software and drivers to install.

## Remove software for Windows

1. Click **Start**, and then click **All Programs**.
2. Click **HP**, and then click **HP LaserJet M1120**.
3. Click **Uninstall**, and then follow the onscreen instructions to remove the software.

# Supported utilities for Windows

## Embedded Web server (network models only)

Network models are equipped with an embedded Web server, which provides access to information about device and network activities. This information appears in a Web browser, such as Microsoft Internet Explorer, Netscape Navigator, Apple Safari, or Firefox.

The embedded Web server resides on the device. It is not loaded on a network server.

The embedded Web server provides an interface to the device that anyone who has a network-connected computer and a standard Web browser can use. No special software is installed or configured, but you must have a supported Web browser on your computer. To gain access to the embedded Web server, type the IP address for the device in the address line of the browser. (To find the IP address, print a configuration page.)

## Status Alerts software

The Status Alerts software provides information about the current status of the product.

The software also provides pop-up alerts when certain events occur, such as an empty tray or a problem with the product. The alert includes information about solving the problem.

## Other Windows components and utilities

- Software installer — automates the printing system installation
- Online Web registration



---

## 4 Use the product with Macintosh


- [Software for Macintosh](#)
- [Use features in the Macintosh printer driver](#)
- [Scan from the product and HP Director \(Macintosh\)](#)

# Software for Macintosh

## Supported operating systems for Macintosh

The device supports the following Macintosh operating systems:

- Mac OS X v10.3, v10.4 and later

 **NOTE:** For Mac OS v10.4 and later, PPC and Intel Core Processor Macs are supported.


## Supported printer drivers for Macintosh

The HP installer provides PostScript® Printer Description (PPD) files, Printer Dialog Extensions (PDEs), and the HP Printer Utility for use with Macintosh computers.

The PPDs, in combination with the Apple PostScript printer drivers, provide access to device features. Use the Apple PostScript printer driver that comes with the computer.

## Priority for print settings for Macintosh

Changes to print settings are prioritized depending on where the changes are made:

 **NOTE:** The names of commands and dialog boxes might vary depending on your software program.

- **Page Setup dialog box:** Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here override settings changed anywhere else.
- **Print dialog box:** Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and do *not* override changes made in the **Page Setup** dialog box.
- **Default printer driver settings:** The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.
- **Printer control panel settings:** Settings changed at the printer control panel have a lower priority than changes made anywhere else.

## Change printer-driver settings for Macintosh

To change the settings for all print jobs until the software program is closed	To change the default settings for all print jobs	To change the device configuration settings
<ol style="list-style-type: none"><li>1. On the <b>File</b> menu, click <b>Print</b>.</li><li>2. Change the settings that you want on the various pop-up menus.</li></ol>	<ol style="list-style-type: none"><li>1. On the <b>File</b> menu, click <b>Print</b>.</li><li>2. Change the settings that you want on the various pop-up menus.</li><li>3. On the <b>Presets</b> pop-up menu, click <b>Save as</b> and type a name for the preset.</li></ol> <p>These settings are saved in the <b>Presets</b> menu. To use the new settings,</p>	<ol style="list-style-type: none"><li>1. In the Finder, on the <b>Go</b> menu, click <b>Applications</b>.</li><li>2. Open <b>Utilities</b>, and then open <b>Printer Setup Utility</b>.</li><li>3. Click on the print queue.</li><li>4. On the <b>Printers</b> menu, click <b>Show Info</b>.</li><li>5. Click the <b>Installable Options</b> menu.</li></ol>

---

To change the settings for all print jobs until the software program is closed

To change the default settings for all print jobs

To change the device configuration settings

---

you must select the saved preset option every time you open a program and print.

**NOTE:** Configuration settings might not be available in Classic mode.

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## Software installation types for Macintosh

### Install Macintosh software for direct connections (USB)

1. Insert the device CD into the CD-ROM drive and run the installer. If the CD menu does not run automatically, double-click the CD icon on the desktop.
2. Double-click the **Installer** icon in the HP LaserJet Installer folder.
3. Follow the instructions on the computer screen.

USB printer queues are created automatically when the product is attached to the computer. However, the queue will use a generic PPD if the installer has not been run before the USB cable is connected. Complete the following steps to change the queue PPD.

4. On the computer hard drive, open **Applications**, open **Utilities**, and then open **Printer Setup Utility**.
5. Select the correct printer queue, and then click **Show Info** to open the **Printer Info** dialog box.
6. In the pop-up menu, select **Printer Model**, and then, in the pop-up menu in which **Generic** is selected, select the correct PPD for the device.
7. Print a test page from any software program to make sure that the software is correctly installed.

If installation fails, reinstall the software. If this fails, see the installation notes or late-breaking readme files on the device CD or the flyer that came in the box for help.

### Install Macintosh software for networks (network models only)

1. Connect the network cable between the HP Jetdirect print server and a network port.
2. Insert the CD into the CD-ROM drive. If the CD does not run automatically, double-click the CD icon on the desktop.
3. Double-click the **Installer** icon in the HP LaserJet Installer folder.
4. Follow the instructions on the computer screen.
5. On the computer hard drive, open **Applications**, open **Utilities**, and then open **Printer Setup Utility**.
6. Click **Add Printer**.
7. Select the device from the list.
8. Click **Add Printer**.
9. Close the Print Center or the Printer Setup Utility.

## Supported utilities for Macintosh

### Embedded Web server (network models only)

Network models are equipped with an embedded Web server, which provides access to information about device and network activities. This information appears in a Web browser, such as Microsoft Internet Explorer, Netscape Navigator, Apple Safari, or Firefox.

The embedded Web server resides on the device. It is not loaded on a network server.

The embedded Web server provides an interface to the device that anyone who has a network-connected computer and a standard Web browser can use. No special software is installed or configured, but you must have a supported Web browser on your computer. To gain access to the embedded Web server, type the IP address for the device in the address line of the browser. (To find the IP address, print a configuration page.)



# Use features in the Macintosh printer driver

## Print

### Create and use printing presets in Macintosh

Use printing presets to save the current printer driver settings for reuse.

#### Create a printing preset

1. On the **File** menu, click **Print**.
2. Select the driver.
3. Select the print settings.
4. In the **Presets** box, click **Save As...**, and type a name for the preset.
5. Click **OK**.

#### Use printing presets

1. On the **File** menu, click **Print**.
2. Select the driver.
3. In the **Presets** box, select the printing preset that you want to use.



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**NOTE:** To use printer-driver default settings, select **Factory Default**.

---

### Resize documents or print on a custom paper size

You can scale a document to fit on a different size of paper.

1. On the **File** menu, click **Print**.
2. Open the **Paper Handling** menu.
3. In the area for **Destination Paper Size**, select **Scale to fit paper size**, and then select the size from the drop-down list.
4. If you want to use only paper that is smaller than the document, select **Scale down only**.

### Print a cover page

You can print a separate cover page for your document that includes a message (such as “Confidential”).

1. On the **File** menu, click **Print**.
2. Select the driver.
3. Open the **Cover Page** pop-up menu, and then select whether to print the cover page **Before Document** or **After Document**.
4. In the **Cover Page Type** pop-up menu, select the message that you want to print on the cover page.



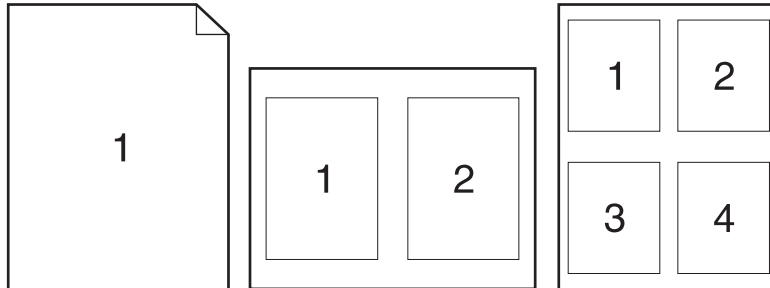
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**NOTE:** To print a blank cover page, select **Standard** as the **Cover Page Type**.

---

## Print multiple pages on one sheet of paper in Macintosh

You can print more than one page on a single sheet of paper. This feature provides a cost-effective way to print draft pages.



1. On the **File** menu, click **Print**.
2. Select the driver.
3. Open the **Layout** pop-up menu.
4. Next to **Pages per Sheet**, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).
5. Next to **Layout Direction**, select the order and placement of the pages on the sheet.
6. Next to **Borders**, select the type of border to print around each page on the sheet.

## Use the Services menu

If the device is connected to a network, use the **Services** menu to obtain device and supply-status information.

1. On the **File** menu, click **Print**.
2. Open the **Services** menu.
3. Select a maintenance task from the drop-down list, and then click **Launch**. The embedded Web server opens to the page that provides the information for the task that you selected.
4. To go to various support Web sites for this device, select an Internet Services option from the drop-down list, and then click **Go!**.

# Scan from the product and HP Director (Macintosh)

For more information about tasks and settings described in this section, see the HP Director online Help.

## Scanning tasks

To scan to a software program, scan an item using the program itself. Any TWAIN-compliant program can scan an image. If the program is not TWAIN-compliant, save the scanned image to a file then place, open, or import the file in the software program.

### Use page-by-page scanning

1. Lift the flatbed scanner lid and load the original that is to be scanned face-down on the flatbed scanner with the upper-left corner of the document at corner of the glass indicated by the icon on the scanner. Gently close the lid.
2. Double-click the HP Director desktop alias.
3. Click the HP Director, and then click **Scan** to open the **HP** dialog box.
4. Click **Scan**.
5. To scan multiple pages, load the next page and click **Scan**. Repeat until all pages are scanned.
6. Click **Finish**, and then click **Destinations**.

### Scan to file

1. In **Destinations**, choose **Save To File(s)**.
2. Name the file and specify the destination location.
3. Click **Save**. The original is scanned and saved.

### Scan to e-mail

1. In **Destinations**, choose **E-mail**.
2. A blank e-mail opens with the scanned document as an attachment.
3. Enter an e-mail recipient, add text, or other attachments, then click **Send**.




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## 5 Connectivity

- [Connect the product directly to a computer with USB](#)
- [Printer sharing disclaimer](#)
- [Supported network operating systems](#)
- [Supported network protocols](#)
- [Install the product on a network \(network models only\)](#)

## Connect the product directly to a computer with USB

 **NOTE:** Do not connect the USB cable from the product to the computer until the installer prompts you to do so.

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1. Insert the product CD into your computer. If the software installer does not start, navigate to the setup.exe file on the CD and double-click the file.
2. Follow the installer instructions.
3. Allow the installation process to complete, and then restart the computer.

## Printer sharing disclaimer

HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP printer drivers. Go to Microsoft at [www.microsoft.com](http://www.microsoft.com).

## Supported network operating systems

The following operating systems support network printing:

- Windows XP (32-bit and 64-bit)
- Windows Vista (32-bit and 64-bit)
- Windows 2000
- Windows 2003 Server (32-bit and 64-bit)
- Mac OS X v10.3, v10.4, and later

## Supported network protocols

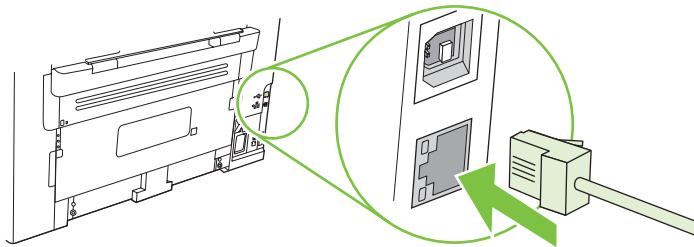
- TCP/IP

## Install the product on a network (network models only)

### Connect the product to the network

To connect a network model to a network, you need the following items:

- Wired TCP/IP network
  - Ethernet cable (RJ-45)
1. Connect the Ethernet cable to an available port on the Ethernet hub or router.
  2. Connect the Ethernet cable to the Ethernet port on the back of the product.



3. Verify that the green light is illuminated on the network port located on the back of the product.
4. Print a configuration page.



**NOTE:** Do *not* connect both a USB cable and an Ethernet cable to the product.

### Install the software for the network product

To use the product on the network, install the software on a computer that is connected to the network.





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## 6 Paper and print media

- [Understand paper and print media use](#)
- [Supported paper and print media sizes](#)
- [Special paper or print media guidelines](#)
- [Load paper and print media](#)
- [Configure trays](#)

## Understand paper and print media use

This product supports a variety of paper and other print media in accordance with the guidelines in this user guide. Paper or print media that does not meet these guidelines might cause the following problems:

- Poor print quality
- Increased jams
- Premature wear on the product, requiring repair

For best results, use only HP-brand paper and print media designed for laser printers or multiuse. Do not use paper or print media made for inkjet printers. Hewlett-Packard Company cannot recommend the use of other brands of media because HP cannot control their quality.

It is possible for paper to meet all of the guidelines in this user guide and still not produce satisfactory results. This might be the result of improper handling, unacceptable temperature and/or humidity levels, or other variables over which Hewlett-Packard has no control.

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△ **CAUTION:** Using paper or print media that does not meet Hewlett-Packard's specifications might cause problems for the product, requiring repair. This repair is not covered by the Hewlett-Packard warranty or service agreements.

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# Supported paper and print media sizes

This product supports a number of paper sizes, and it adapts to various media.



**NOTE:** To obtain best print results, select the appropriate paper size and type in the print driver before printing.

**Table 6-1 Supported paper and print media sizes**

Size	Dimensions	Priority input tray	Tray 1
Letter	216 x 279 mm (8.5 x 11 inches)	✓	✓
Legal	216 x 356 mm (8.5 x 14 inches)	✓	✓
A4	210 x 297 mm (8.27 x 11.69 inches)	✓	✓
Executive	184 x 267 mm (7.24 x 10.51 inches)	✓	✓
A3	297 x 420 mm (11.69 x 16.54 inches)		
A5	148 x 210 mm (5.83 x 8.27 inches)	✓	✓
A6	105 x 148 mm (4.13 x 5.83 inches)	✓	✓
B5 (JIS)	182 x 257 mm (7.17 x 10.12 inches)	✓	✓
16k	197 x 273 mm (7.75 x 10.75 inches)	✓	✓
16k	195 x 270 mm (7.7 x 10.6 inches)	✓	✓
16k	184 x 260 mm (7.25 x 10.25 inches)	✓	✓
8.5 x 13	216 x 330 mm (8.5 x 13 inches)	✓	✓
4 x 6 <sup>1</sup>	107 x 152 mm (4 x 6 inches)	✓	✓
5 x 8 <sup>1</sup>	127 x 203 mm (5 x 8 inches)	✓	✓
10 x 15 cm <sup>1</sup>	100 x 150 mm (3.9 x 5.9 inches)	✓	✓
Custom	<b>Priority input tray:</b> Minimum—76 x 127 mm (3 x 5 inches); Maximum—216 x 356 mm (8.5 x 14 inches)	✓	✓

<sup>1</sup> These sizes are supported as custom sizes.

**Table 6-2 Supported envelopes and postcards**

Size	Dimensions	Priority input tray	Tray 1
Envelope #10	105 x 241 mm (4.13 x 9.49 inches)	✓	✓
Envelope DL	110 x 220 mm (4.33 x 8.66 inches)	✓	✓

**Table 6-2 Supported envelopes and postcards (continued)**

Size	Dimensions	Priority input tray	Tray 1
Envelope C5	162 x 229 mm (6.93 x 9.84 inches)	✓	✓
Envelope B5	176 x 250 mm (6.7 x 9.8 inches)	✓	✓
Envelope Monarch	98 x 191 mm (3.9 x 7.5 inches)	✓	✓
Postcard	100 x 148 mm (3.94 x 5.83 inches)	✓	✓
Double postcard	148 x 200 mm (5.83 x 7.87 inches)	✓	✓

## Special paper or print media guidelines

This product supports printing on special media. Use the following guidelines to obtain satisfactory results. When using special paper or print media, be sure to set the type and size in your print driver to obtain the best print results.

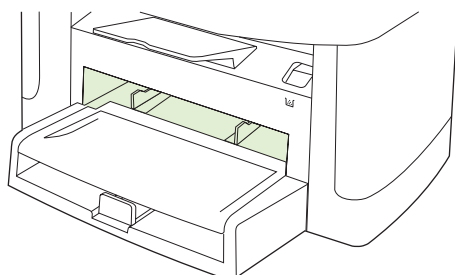
- △ **CAUTION:** HP LaserJet printers use fusers to bond dry toner particles to the paper in very precise dots. HP laser paper is designed to withstand this extreme heat. Using inkjet paper not designed for this technology could damage your printer.

Media type	Do	Do not
Envelopes	<ul style="list-style-type: none"> <li>Store envelopes flat.</li> <li>Use envelopes where the seam extends all the way to the corner of the envelope.</li> <li>Use peel-off adhesive strips that are approved for use in laser printers.</li> </ul>	<ul style="list-style-type: none"> <li>Do not use envelopes that are wrinkled, nicked, stuck together, or otherwise damaged.</li> <li>Do not use envelopes that have clasps, snaps, windows, or coated linings.</li> <li>Do not use self-stick adhesives or other synthetic materials.</li> </ul>
Labels	<ul style="list-style-type: none"> <li>Use only labels that have no exposed backing between them.</li> <li>Use labels that lie flat.</li> <li>Use only full sheets of labels.</li> </ul>	<ul style="list-style-type: none"> <li>Do not use labels that have wrinkles or bubbles, or are damaged.</li> <li>Do not print partial sheets of labels.</li> </ul>
Transparencies	<ul style="list-style-type: none"> <li>Use only transparencies that are approved for use in laser printers.</li> <li>Place transparencies on a flat surface after removing them from the product.</li> </ul>	<ul style="list-style-type: none"> <li>Do not use transparent print media not approved for laser printers.</li> </ul>
Letterhead or preprinted forms	<ul style="list-style-type: none"> <li>Use only letterhead or forms approved for use in laser printers.</li> </ul>	<ul style="list-style-type: none"> <li>Do not use raised or metallic letterhead.</li> </ul>
Heavy paper	<ul style="list-style-type: none"> <li>Use only heavy paper that is approved for use in laser printers and meets the weight specifications for this product.</li> </ul>	<ul style="list-style-type: none"> <li>Do not use paper that is heavier than the recommended media specification for this product unless it is HP paper that has been approved for use in this product.</li> </ul>

# Load paper and print media

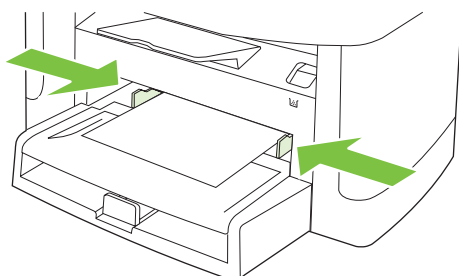
## Priority input tray

The priority input tray is accessed from the front of the product. The product prints from the priority input tray before attempting to print from tray 1.



The priority input tray holds up to 10 sheets of 75 g/m<sup>2</sup> (20 lb) media or one envelope, one transparency, or one card. You can use the priority input tray to print the first page on media different from the remainder of the document.

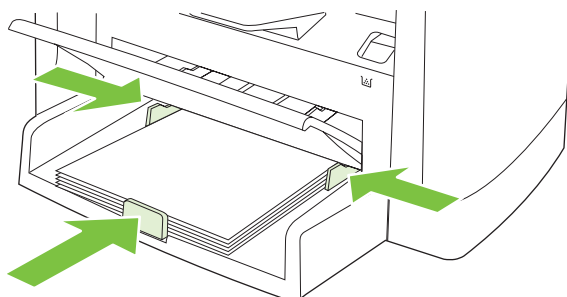
Media guides ensure that the media is correctly fed into the product and that the print is not skewed (crooked on the media). When loading media, adjust the media guides to match the width of the media that you are using.




## Tray 1

Tray 1 holds up to 250 pages of 75 g/m<sup>2</sup> (20 lb) paper, or fewer pages of heavier media (25 mm (0.9 in) or less stack height). Load media with the top forward and the side to be printed on facing down.

Media guides ensure that the media feeds correctly into the product and that the print is not skewed. Tray 1 has side and rear media guides. When loading media, adjust the media guides to match the length and width of the media that you are using.



 **NOTE:** When you add new media, make sure that you remove all of the media from the input tray and straighten the stack of new media. Do not fan the media. This reduces jams by preventing multiple sheets of media from feeding through the product at one time.


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## Configure trays

To set the default paper size or type from the control panel, complete the following steps.

### Configure trays for copy jobs

1. On the product control panel, press **Setup**.
2. Use the arrow buttons to select **System setup**, and then press **OK**.
3. Use the arrow keys to select **Paper setup**, and then press **OK**.
4. Use the arrow keys to select either **Def. paper size** or **Def. paper type**, and then press **OK**.
5. Use the arrow keys to select a default type or size for the tray, and then press **OK**.

 **NOTE:** To configure the product trays for print jobs, use the printer driver. See [.Change the print driver to match the media type and size on page 38.](#)

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# 7 Print tasks

This section provides information about common printing tasks.

- [Change the print driver to match the media type and size](#)
- [Get help for any print option](#)
- [Cancel a print job](#)
- [Create booklets](#)
- [Change print-quality settings](#)
- [Change print density](#)
- [Print on special media](#)
- [Use different paper and print covers](#)
- [Print a blank first page](#)
- [Resize documents](#)
- [Select a paper size](#)
- [Select a paper source](#)
- [Select a paper type](#)
- [Set the print orientation](#)
- [Use watermarks](#)
- [Save toner](#)
- [Print on both sides of the paper \(duplex printing\)](#)
- [Print multiple pages on one sheet of paper in Windows](#)
- [Economy settings](#)

## Change the print driver to match the media type and size

Selecting media by type and size results in significantly better print quality for heavy paper, glossy paper, and overhead transparencies. Using the wrong setting can result in unsatisfactory print quality. Always print by **Type** for special print media, such as labels or transparencies. Always print by **Size** for envelopes.

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. Click the **Paper/Quality** tab.
4. In the **Paper Type** or **Paper Size** list box, select the correct media type or size.
5. Click **OK**.

## Supported paper types and tray capacity

This product has the following tray priority for feeding print media:

1. Priority input tray
2. Tray 1

Minimum media dimensions are 76 x 127 mm (3 x 5 in).

Maximum media dimensions are 216 x 356 mm (8.5 x 14 in).

To obtain the best print results, change the paper size and paper type settings in the printer driver before printing.

Type is	Media specifications	Priority input tray	Tray 1 capacity <sup>2</sup>
Plain	75 g/m <sup>2</sup> (20 lb) to 104 g/m <sup>2</sup> (27 lb)	Up to 10 sheets	Up to 250 sheets
Color			
Preprinted			
Prepunched			
Recycled			
Light	60 g/m <sup>2</sup> (16 lb) to 75 g/m <sup>2</sup> (20 lb)	Up to 10 sheets	Up to 260 sheets
Envelopes	Less than 90 g/m <sup>2</sup> (24 lb)	1 envelope	Up to 10 envelopes.
Labels	Standard	1 sheet	Not supported.
Bond	75 g/m <sup>2</sup> (20 lb) to 104 g/m <sup>2</sup> (27 lb)	1 sheet	Up to 250 sheets
Rough	75 g/m <sup>2</sup> (20 lb) to 104 g/m <sup>2</sup> (27 lb)	1 sheet	Up to 200 sheets
Transparencies	4 mm (0.1 inches) Monochrome Overhead	1 sheet	Up to 200 sheets.
Heavy	110 g/m <sup>2</sup> (29 lb) to 125 g/m <sup>2</sup> (33 lb)	Up to 10 sheets	Not supported.



Type is	Media specifications	Priority input tray	Tray 1 capacity <sup>2</sup>
Letterhead	75 g/m <sup>2</sup> (20 lb) to 104 g/m <sup>2</sup> (27 lb)	Up to 10 sheets	Up to 250 sheets

<sup>2</sup> The maximum stack height for tray 1 is 25 mm (1 inch).

## Get help for any print option

Printer-driver Help is separate from program Help. The printer-driver help provides explanations for the buttons, check boxes, and drop-down lists that are in the printer driver. It also includes instructions for performing common printing tasks, such as printing on both sides, printing multiple pages on one sheet, and printing the first page or covers on different paper.

Activate the printer-driver Help screens in one of the following ways:

Windows	Macintosh
<ul style="list-style-type: none"> <li>In the printer driver <b>Properties</b> dialog box, click the <b>Help</b> button.</li> <li>Press the <b>F1</b> key on the computer keyboard.</li> <li>Click the question-mark symbol in the upper-right corner of the printer driver.</li> <li>Right-click on any item in the driver, and then click <b>What's This?</b>.</li> </ul>	<ul style="list-style-type: none"> <li>In the <b>Print</b> dialog box, click the ? button.</li> </ul>

# Cancel a print job

If the print job is currently printing, cancel it by pressing **Cancel** on the product control panel.



**NOTE:** Pressing **Cancel** clears the job that the product is currently processing. If more than one process is running, pressing **Cancel** clears the process that currently appears on the product control panel.

You can also cancel a print job from a software program or a print queue.

To stop the print job immediately, remove the remaining print media from the product. After printing stops, use one of the following options:

- **Device control panel:** To cancel the print job, press and release **Cancel** on the product control panel.
- **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.
- **Windows print queue:** If a print job is waiting in a print queue (computer memory) or print spooler, delete the job there.
  - **Windows 2000:** Go to the **Printer** dialog box. Click **Start**, click **Settings**, and then click **Printers**. Double-click the product icon to open the window, select the print job, and then click **Delete**.
  - **Windows XP or Server 2003:** Click **Start**, click **Settings**, and then click **Printers and Faxes**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
  - **Windows Vista:** Click **Start**, click **Control Panel**, and then, under **Hardware and Sound**, click **Printer**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
- **Macintosh print queue:** Open the print queue by double-clicking the product icon in the dock. Highlight the print job, and then click **Delete**.

## Create booklets

You can copy two pages on one sheet of paper so you can fold the pages in the center to form a booklet. The device arranges the pages in the correct order. For example, if the original document has eight pages, the device prints pages 1 and 8 on the same sheet.

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. Click the **Finishing** tab.
4. Select **Print On Both Sides**.
5. In the drop-down box for **Booklet Layout**, select either **Left Edge Binding** or **Right Edge Binding**. The **Pages per Sheet** setting automatically changes to 2 pages per sheet.
6. Click **OK**.

## Change print-quality settings

1. On the **File** menu in the software program, click **Print**.
2. On the **Paper/Quality** tab, select the resolution or print-quality settings that you want from the **Print Quality** drop-down menu.
3. Click **OK**.

## Change print density

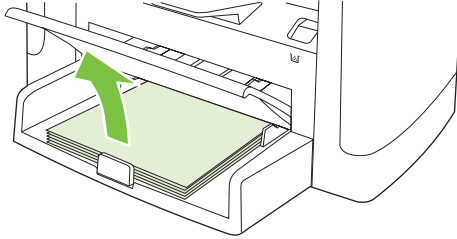
Increasing the print density darkens the print on the page.

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. Click the **Device Settings** tab.
4. Use the **Print Density** slider to change the setting.
5. Click **OK**.

## Print on special media

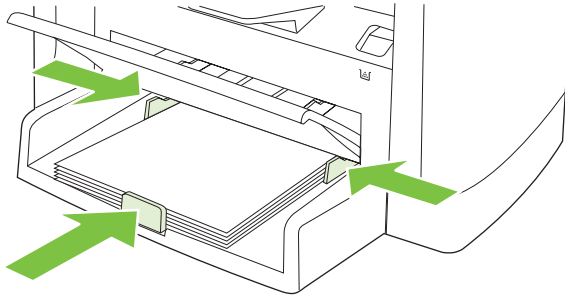
Make sure that the paper or print media that you are using meets HP specifications. Generally, smoother paper provides better results.

1. Open the media input tray and remove any media.



2. Load the media. Make sure that the top of the media is forward and the side to be printed on is facing up.

3. Adjust the media guides to the length and width of the media.



4. On the printer driver, on the **Paper** tab or the **Paper/Quality** tab, select the media type from the **Paper Type** drop-down list.

△ **CAUTION:** Be sure to set the correct media type in the product settings. The product adjusts the fuser temperature according to the media type setting. When printing on special media such as transparencies or labels, this adjustment prevents the fuser from damaging the media as it passes through the product.

5. Print the document.

## Use different paper and print covers

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. On the **Paper/Quality** tab, select the appropriate paper.
4. Click **Use different paper**.
5. Select the pages that you want to use to print specific pages on different paper.
6. To print front or back covers, select **Add Blank or Preprinted Cover**.
7. Click **OK**.



---

**NOTE:** The paper size must be the same for all pages of the print job.

---

## Print a blank first page

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. On the **Paper/Quality** tab, click **Use different paper**.
4. In the list box, click **Front or Back Cover**.
5. Click **Add Blank or Preprinted Cover**.
6. Click **OK**.

## Resize documents

Use the document resizing options to scale a document to a percentage of its normal size. You can also choose to print a document on a different size paper, with or without scaling.

### Reduce or enlarge a document

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. On the **Effects** tab, select **% of normal size**, and then type the percentage by which you want to reduce or enlarge the document.

You can also use the scroll bar to adjust the percentage.

4. Click **OK**.

### Print a document onto a different paper size

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. On the **Effects** tab, click **Print Document On**.
4. Select the paper size to print on.
5. To print the document without scaling it to fit, make sure that the **Scale to Fit** option is *not* selected.
6. Click **OK**.

## Select a paper size

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. On the **Paper/Quality** tab, select the size from the **Size is** drop-down list.
4. Click **OK**.

## Select a paper source

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. On the **Paper/Quality** tab, select the source from the **Source is** drop-down list.
4. Click **OK**.

## Select a paper type

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.

3. On the **Paper/Quality** tab, select the type from the **Type is** drop-down list.
4. Click **OK**.

## Set the print orientation

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. On the **Finishing** tab, select either **Portrait** or **Landscape** in the **Orientation** section.
4. Click **OK**.

## Use watermarks

A watermark is a notice, such as "Confidential," that is printed in the background of each page of a document.

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. From the **Effects** tab, click the **Watermarks** drop-down list.
4. Click the watermark that you want to use.
5. If you want the watermark to appear only on the first page of the document, click **First Page Only**.
6. Click **OK**.

To remove the watermark, click **(none)** in the **Watermarks** drop-down list.


## Save toner

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. On the **Paper/Quality** tab, click **EconoMode**.
4. Click **OK**.

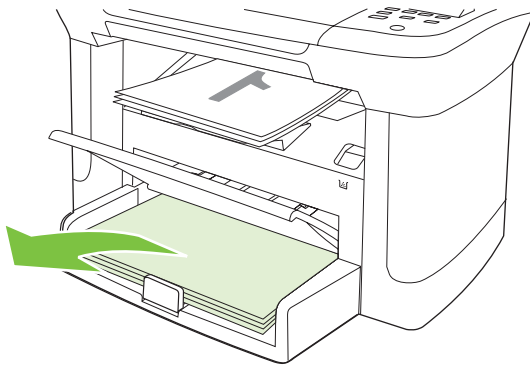
## Print on both sides of the paper (duplex printing)

 **NOTE:** The printer driver also contains instructions and graphics for manually duplexing.

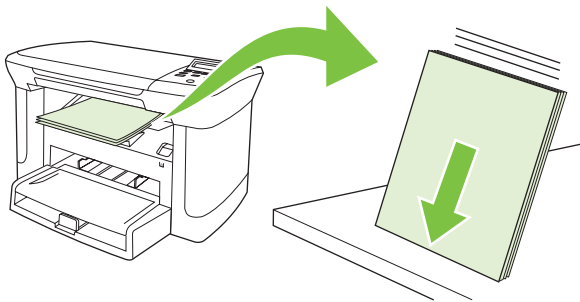
1. In the software program, open the properties (printer driver).
2. On the **Finishing** tab, select **Print on Both Sides (Manually)**.

 **NOTE:** If the **Print on Both Sides** option is dimmed or unavailable, open the properties (printer driver). On the **Device Settings** tab or the **Configure** tab, select **Allow Manual Duplexing**, and then click **OK**. Repeat steps 1 and 2.

3. Print the document.
4. After one side has been printed, remove the remaining media from the input tray, and set it aside until after you finish the duplexing job.

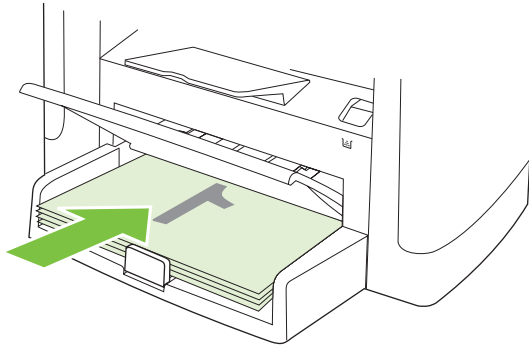


5. Without changing the orientation, remove the printed stack from the output bin, and then straighten the stack.





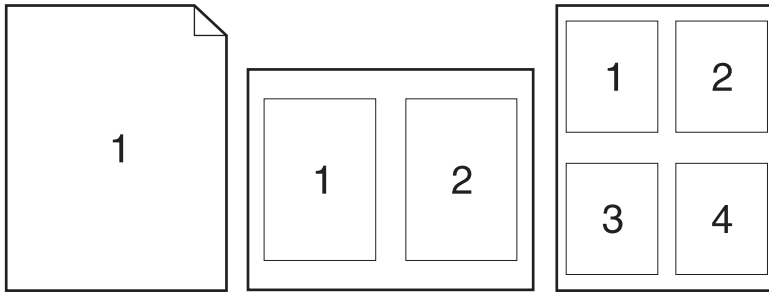
6. Maintaining the same orientation, place the stack of media in the input tray again. The printed side should be facing down with the top edge feeding into the product first.



7. On the product control panel, press **OK** and wait for the second side to print.

# Print multiple pages on one sheet of paper in Windows

You can print more than one page on a single sheet of paper.



1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. Click the **Finishing** tab.
4. In the **Document Options** drop-down list, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).
5. If the number of pages is greater than 1, select the correct options for **Print page borders** and **Page order**.
  - If you need to change the page orientation, click **Portrait** or **Landscape**.
6. Click **OK**. The product is now set to print the number of pages per sheet that you have selected.

# Economy settings

## EconoMode

The EconoMode setting in the product printer driver conserves toner.

## Archive print

Archive print produces output that is less susceptible to toner smearing and dusting. Use archive print to create documents that you want to preserve or archive.

1. On the control panel, press **Setup**.
2. Use the arrow buttons to select **Service**, and then press **OK**.
3. Use the arrow buttons to select **Archive print**, select **On** or **Off**, and then press **OK**.



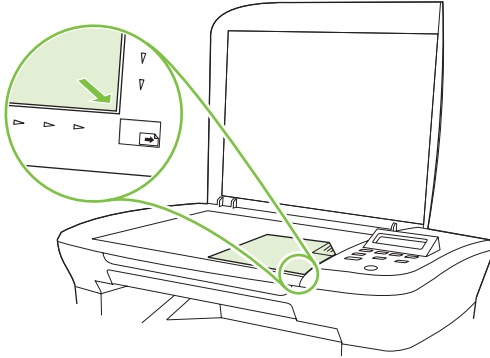
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## 8 Copy

- [Load originals](#)
- [Use copy](#)
- [Copy settings](#)
- [Copy a book](#)
- [Copy photos](#)
- [Duplex \(two-sided\) copy jobs](#)

## Load originals

1. Lift the flatbed scanner cover.
2. Place the original document face-down on the flatbed scanner with the upper-left corner of the document at the corner indicated by the icon on the scanner.



3. Gently close the lid.

## Use copy


### One-touch copy

1. Load the document onto the flatbed scanner.
2. Press **Start Copy** on the product control panel to start copying.
3. Repeat the process for each copy.

### Multiple copies

#### Change the number of copies for the current job

1. On the product control panel, press **# of Copies**.
2. Use the arrow buttons to set the number of copies (between 1 and 99) that you want to make for your current job.
3. Press **Start Copy** to begin copying your job.

 **NOTE:** The change in the setting remains active for about 2 minutes after the copy job has been completed. During this time, **Custom settings** appears on the product control-panel display.


#### Change the default number of copies

1. On the product control panel, press **Setup**.
2. Use the arrow buttons to select **Copy setup**, and then press **OK**.
3. Use the arrow buttons to select **Def. # of copies**, and then press **OK**.

4. Use the arrow buttons to set the number of copies (between 1 and 99) that you want as the default.
5. Press **OK** to save your selection.

## Cancel a copy job


To cancel a copy job, press **Cancel** on the product control panel. If more than one process is running, pressing **Cancel** clears the process that currently appears on the product control-panel display.

 **NOTE:** If you cancel a copy job, clear the document from the flatbed scanner.

## Reduce or enlarge copies


### Reduce or enlarge copies for the current job

1. On the product control panel, press **More Copy Settings**.
2. Use the arrow buttons to select **Reduce/Enlarge**, and then press **OK**.
3. Select the size to which you would like to reduce or enlarge the copies in this job.

 **NOTE:** If you select **Custom: 25-400%**, use the arrow keys to set a percentage.


If you select **2 pages/sheet** or **4 pages/sheet**, select the orientation (portrait or landscape).

4. Press **Start Copy** to save the selection and immediately start the copy job, or press **OK** to save the selection without starting the job.


 **NOTE:** The change in the setting remains active for about 2 minutes after the copy job has been completed. During this time, **Custom settings** appears on the product control-panel display.

You must change the default media size in the media input tray to match the output size, or part of your copy might be cut off.

### Adjust the default copy size

 **NOTE:** The default copy size is the size to which copies are normally reduced or enlarged. If you keep the factory default size setting of **Original=100%**, all copies will be the same size as the original document.

1. Press **Setup**.
2. Use the arrow buttons to select **Copy setup**, and then press **OK**.
3. Use the arrow buttons to select **Def. Redu/Enlrg**, and then press **OK**.
4. Use the arrow buttons to select the option for how you normally want to reduce or enlarge copies.

 **NOTE:** If you select **Custom: 25-400%**, use the arrow keys to set the percentage of the original size that you normally want for copies.

If you select **2 pages/sheet** or **4 pages/sheet**, select the orientation (portrait or landscape).

5. Press **OK** to save the selection.

The product can reduce copies to as little as 25% of the original size or enlarge copies to as much as 400% of the original size.

## Reduction/enlargement settings

- **Original=100%**
- **A4 > Ltr=94%**
- **Ltr > A4=97%**
- **Full Page=91%**
- **2 pages/sheet**
- **4 pages/sheet**
- **Custom: 25-400%**

 **NOTE:** When using the **2 pages/sheet** or **4 pages/sheet** setting, select the page orientation (portrait or landscape).

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## Copy settings

### Copy quality


Five copy-quality settings are available: **Text**, **Draft**, **Mixed**, **Film photo**, and **Picture**.

The factory-set default for copy quality is **Text**. This setting is the best for items that contain mostly text.

When making a copy of a photo or graphic, you can select the **Film photo** setting for photos or the **Picture** setting for other graphics to increase the quality of your copy. Select the **Mixed** setting for documents that include both text and graphics.

### Adjust the copy quality for the current job

1. On the product control panel, press **More Copy Settings** twice to see the current quality setting for the copy.
2. Use the arrow buttons to scroll through the quality setting options.
3. Select a setting, and then press **Start Copy** to save the selection and immediately start the copy job, or press **OK** to save the selection without starting the job.

 **NOTE:** The change in the setting remains active for about 2 minutes after the copy job has been completed. During this time, **Custom settings** appears on the product control-panel display.

---

### Adjust the default copy quality

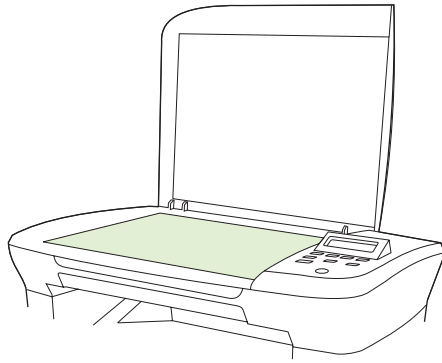
1. On the product control panel, press **Setup**.
2. Use the arrow buttons to select **Copy setup**, and then press **OK**.
3. Use the arrow buttons to select **Default quality**, and then press **OK**.
4. Use the arrow buttons to select the copy quality, and then press **OK** to save the selection.



## Clean the scanner glass

Dirty glass, from fingerprints, smudges, hair, and so on, slows down performance and affects the accuracy of special features such as fit-to-page and copy.

1. Turn off the product, unplug the power cord from the electrical socket, and raise the lid.
2. Clean the glass by using a soft, lint-free cloth or sponge that has been moistened with nonabrasive glass cleaner.



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△ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass. They might seep under it and damage the product.

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3. To prevent spotting, dry the glass by using a chamois or cellulose sponge.


## Adjust the lighter/darker (contrast) setting

The lighter/darker setting affects the lightness or darkness (contrast) of the copy. Use the following procedure to change the contrast for the current copy job only.

### Adjust the lighter/darker setting for the current job

1. On the product control panel, press **Lighter/Darker** to see the current contrast setting.
2. Use the arrow buttons to adjust the setting. Move the slider to the left to make the copy lighter than the original, or move the slider to the right to make the copy darker than the original.
3. Press **Start Copy** to save the selection and immediately start the copy job, or press **OK** to save the selection without starting the job.

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 **NOTE:** The change in the setting remains active for about 2 minutes after the copy job has been completed. During this time, **Custom settings** appears on the product control-panel display.

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### Adjust the default lighter/darker setting

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 **NOTE:** The default lighter/darker setting affects all copy jobs.

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1. On the product control panel, press **Setup**.
2. Use the arrow buttons button to select **Copy setup**, and then press **OK**.
3. Use the arrow buttons button to select **Def. Light/dark**, and then press **OK**.

4. Use the arrow buttons button to adjust the setting. Move the slider to the left to make all of the copies lighter than the original, or move the slider to the right to make all of the copies darker than the original.
5. Press **OK** to save the selection.

## Change copy job print density

Increasing the print density at the product control panel darkens the print on the page.

1. On the control panel, press **Setup**.
2. Use the arrow buttons to select **System setup**, and then press **OK**.
3. Use the arrow buttons to select **Paper setup**, and then press **OK**.
4. Use the arrow buttons to select **Print Density**, and then press **OK**.
5. Use the arrow buttons to increase or decrease the density setting, and then press **OK**.

## Define custom copy settings

When you change the copy settings at the control panel, **Custom settings** appears on the control-panel display. The custom settings remain in effect for approximately 2 minutes, and then the product returns to the default settings. To immediately return to the default settings, press **Cancel**.

## Print or copy edge-to-edge

The product cannot print fully edge-to-edge. The maximum printing area is 203.2 x 347 mm (8 x 13.7 in), leaving a 4 mm unprintable border around the page.

## Copy onto media of different types and sizes

The product is set to copy on either letter- or A4-size paper, depending on the country/region in which it was purchased. You can change the size and type of media that you copy to for the current copy job or for all copy jobs.

### Media-size settings

- **Letter**
- **Legal**
- **A4**

### Media-type settings

- **Plain**
- **Preprinted**
- **Letterhead**
- **Transparency**
- **Prepunched**
- **Labels**

- **Bond**
- **Recycled**
- **Color**
- **Light**
- **Heavy**
- **Cardstock**
- **Envelope #10**
- **Rough**

#### Change the default media-size setting

1. On the product control panel, press **Setup**.
2. Use the arrow buttons to select **System setup**, and then press **OK**.
3. Use the arrow buttons to select **Paper setup**, and then press **OK**.
4. Use the arrow buttons to select **Def. paper size**, and then press **OK**.
5. Use the arrow buttons to select a media size, and then press **OK**.
6. Press **OK** to save the selection.

#### Change the default media-type setting

1. On the product control panel, press **Setup**.
2. Use the arrow buttons to select **System setup**, and then press **OK**.
3. Use the arrow buttons to select **Paper setup**, and then press **OK**.
4. Use the arrow buttons to select **Def. paper type**, and then press **OK**.
5. Use the arrow buttons to select a media type, and then press **OK**.
6. Press **OK** to save the selection.

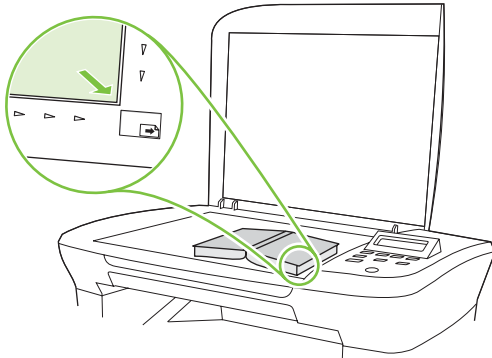
### Restore the copy-settings defaults

Use the control panel to restore the copy settings to the factory-set default values.

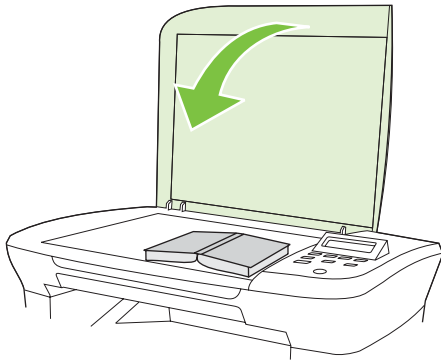
1. On the product control panel, press **Setup**.
2. Use the arrow buttons to select **Copy setup**, and then press **OK**.
3. Use the arrow buttons to select **Restore defaults**, and then press **OK**.

## Copy a book

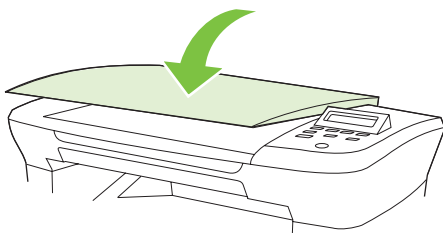
1. Lift the lid and place the book on the flatbed scanner with the page that you want to copy at the corner indicated by the icon on the scanner.



2. Gently close the lid.



3. Gently press down on the lid to press the book to the flatbed scanner surface.

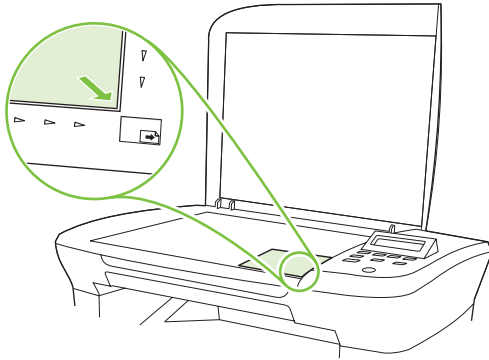


△ **CAUTION:** Pressing on the flatbed cover with too much force can break the lid hinges.

4. Press **Start Copy**.

## Copy photos

1. Lift the lid and place the photo on the flatbed scanner with the picture-side down and the upper-left corner of the photo at the corner indicated by the icon on the scanner.



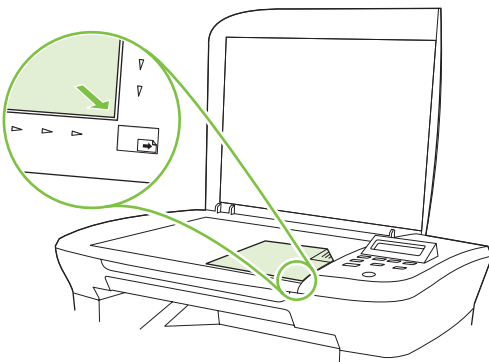
2. Gently close the lid.
3. Adjust the copy quality setting to **Film photo**.
4. Press **Start Copy**.

## Duplex (two-sided) copy jobs

### Copy a two-sided original to a one-sided document

Copies resulting from these procedures are printed on one side, and need to be hand-collated.

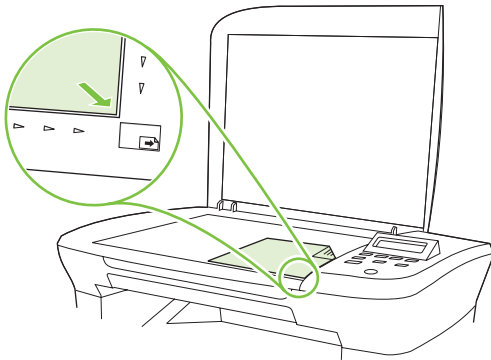
1. Load the first page of the document to be copied face-down onto the flatbed scanner, and then close the scanner lid.



2. Press **Start Copy**.
3. Flip the page on the scanner to the second side, and then close the scanner lid.
4. Press **Start Copy**.
5. Repeat steps 1 through 4 for each page until all of the original document pages have been copied.

## Copying a two-sided original to a two-sided document

1. Load the first page of the document to be copied face-down onto the flatbed scanner, and then close the scanner lid.



2. Press **Start Copy**.
3. Flip the page on the scanner to the second side, and then close the scanner lid.
4. Remove the copied page from the output bin and place it face down into the priority input tray with the top edge feeding into the device first.
5. Press **Start Copy**.
6. Remove the copied page from the output bin, and then set it aside for manual collating.
7. Repeat steps 1 through 6, following the original document page order, until all pages of the original are copied.

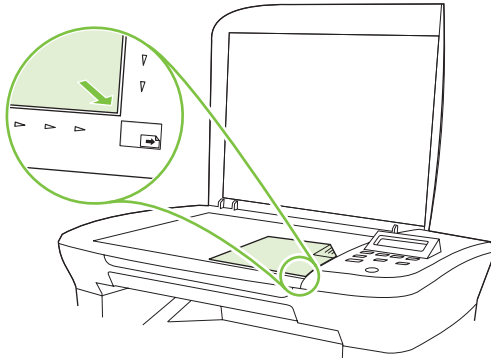
---

## 9 Scan

- [Load originals for scanning](#)
- [Use scan](#)
- [Scan settings](#)
- [Scan a book](#)
- [Scan a photo](#)

## Load originals for scanning

1. Lift the flatbed scanner cover.
2. Place the original document face-down on the flatbed scanner with the upper-left corner of the document at the corner indicated by the icon on the scanner.



3. Gently close the lid.


## Use scan

### Scan methods

Scan jobs can be performed in the following ways.

- Scan from the computer by using HP LaserJet Scan (Windows)
- Scanning by using HP Director (Macintosh). See [Scan from the product and HP Director \(Macintosh\) on page 25](#).
- Scan from TWAIN-compliant or Windows Imaging Application (WIA)-compliant software

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 **NOTE:** To learn about and use text-recognition software, install the Readiris program from the software CD-ROM. Text-recognition software is also known as optical character recognition (OCR) software.

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### Scan by using HP LaserJet Scan (Windows)

1. In the HP program group, select **Scan to** to start HP LaserJet Scan.
2. Select a scanning destination.
3. Click **Scan**.

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 **NOTE:** **OK** should indicate the action that you want to accomplish.

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### Scan by using other software

The product is TWAIN-compliant and Windows Imaging Application (WIA)-compliant. The product works with Windows-based programs that support TWAIN-compliant or WIA-compliant scanning devices and with Macintosh-based programs that support TWAIN-compliant scanning devices.



While you are in a TWAIN-compliant or WIA-compliant program, you can gain access to the scanning feature and scan an image directly into the open program. For more information, see the Help file or the documentation that came with your TWAIN-compliant or WIA-compliant software program.

### Scan from a TWAIN-compliant program

Generally, a software program is TWAIN-compliant if it has a command such as **Acquire**, **File Acquire**, **Scan**, **Import New Object**, **Insert from**, or **Scanner**. If you are unsure whether the program is compliant or you do not know what the command is called, see the software program Help or documentation.

When scanning from a TWAIN-compliant program, the HP LaserJet Scan software program might start automatically. If the HP LaserJet Scan program starts, you can make changes while previewing the image. If the program does not start automatically, the image goes to the TWAIN-compliant program immediately.

Start the scan from within the TWAIN-compliant program. See the software program Help or documentation for information about the commands and steps to use.

### Scan from a WIA-compliant program (Windows XP and Vista only)

WIA is another way to scan an image directly into a software program, such as Microsoft Word. WIA uses Microsoft software to scan, instead of HP LaserJet Scan software.

Generally, a software program is WIA-compliant if it has a command such as **Picture/From Scanner or Camera** in the Insert or File menu. If you are unsure whether the program is WIA-compliant, see the software program Help or documentation.

Start the scan from within the WIA-compliant program. See the software program Help or documentation for information about the commands and steps to use.

**-Or-**

In the Cameras and Scanner folder, double-click the product icon. This opens the standard Microsoft WIA Wizard, which enables you to scan to a file.

### Scanning by using optical character recognition (OCR) software

You can use third-party OCR software to import scanned text into your preferred word-processing program for editing.

### Readiris

The Readiris OCR program is included on a separate CD-ROM that shipped with the product. To use the Readiris program, install it from the appropriate software CD-ROM, and then follow the instructions in the online Help.

### Canceling a scan job

To cancel a scan job, use one of the following procedures.

- On the product control panel, press **Cancel**.
- Click the **Cancel** button in the onscreen dialog box.

If you cancel a scan job, remove the original from the flatbed scanner.

# Scan settings

## Scan file format

The file format of a scanned document or photo depends on the scan type as well as the object being scanned.

- Scanning a document or a photo to a computer results in the file being saved as a .TIF file.
- Scanning a document to email results in the file being saved as a .PDF file.
- Scanning a photo to e-mail results in the file being saved as a .JPEG file.

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 **NOTE:** Different file types can be selected when using the scan software program.

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## Scanner resolution and color

If you are printing a scanned image, and the quality is not what you expected, you might have selected a resolution or color setting in the scanner software that does not match your needs. Resolution and color affect the following features of scanned images:

- Image clarity
- Texture of gradations (smooth or rough)
- Scan time
- File size

Scanning resolution is measured in pixels per inch (ppi).

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 **NOTE:** Scanning ppi levels are not interchangeable with printing dpi (dots per inch) levels.

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Color, grayscale, and black and white define the number of colors possible. You can adjust the scanner hardware resolution to up to 1200 ppi. The software can perform an enhanced resolution up to 19,200 ppi. You can set color and grayscale at 1 bit (black and white), or at 8 bit (256 levels of gray or color) to 24 bit (true color).

The resolution and color guidelines table lists simple tips that you can follow to meet your scanning needs.

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 **NOTE:** Setting the resolution and color to a high value can create large files that take up disk space and slow the scanning process. Before setting the resolution and color, determine how you are going to use the scanned image.

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## Resolution and color guidelines

The following table describes the recommended resolution and color settings for different types of scan jobs.

Intended use	Recommended resolution	Recommended color settings
E-mail	150 ppi	<ul style="list-style-type: none"><li>• Black and White, if the image does not require smooth gradation</li><li>• Grayscale, if the image requires smooth gradation</li><li>• Color, if the image is in color</li></ul>
Edit text	300 ppi	<ul style="list-style-type: none"><li>• Black and White</li></ul>
Print (graphics or text)	600 ppi for complex graphics, or if you want to significantly enlarge the document 300 ppi for normal graphics and text 150 ppi for photos	<ul style="list-style-type: none"><li>• Black and White for text and line art</li><li>• Grayscale for shaded or colored graphics and photos</li><li>• Color, if the image is in color</li></ul>
Display on screen	75 ppi	<ul style="list-style-type: none"><li>• Black and White for text</li><li>• Grayscale for graphics and photos</li><li>• Color, if the image is in color</li></ul>

## Color

You can set the color values to the following settings when scanning.

Setting	Recommended use
Color	Use this setting for high-quality color photos or documents in which the color is important.
Black and White	Use this setting for text documents.
Grayscale	Use this setting when file size is an issue or when you want a document or photograph to be scanned quickly.

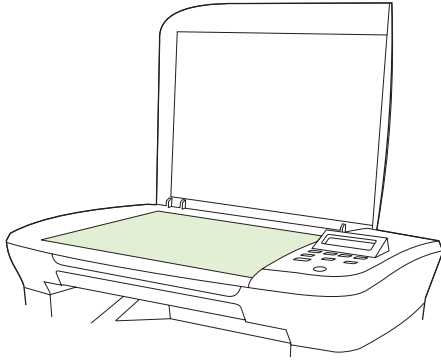
## Scan quality

### Clean the scanner glass

Dirty glass, from fingerprints, smudges, hair, and so on, slows down performance and affects the accuracy of special features such as fit-to-page and copy.

1. Turn off the product, unplug the power cord from the electrical socket, and raise the lid.

2. Clean the glass by using a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.



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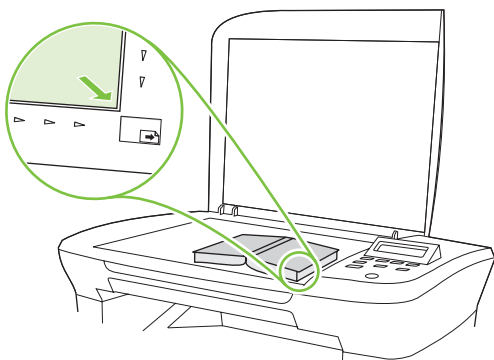
△ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass. They might seep under it and damage the product.

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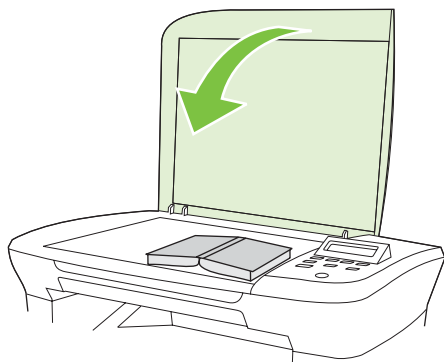
3. To prevent spotting, dry the glass by using a chamois or cellulose sponge.

## Scan a book

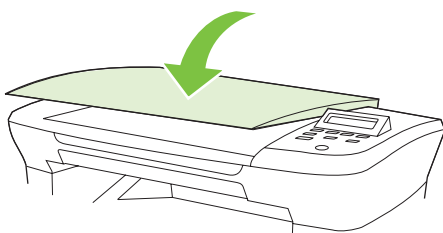
1. Lift the lid and place the book on the flatbed scanner with the page that you want to copy at the corner indicated by the icon on the scanner.



2. Gently close the lid.



3. Gently press down on the lid to press the book to the flatbed scanner surface.

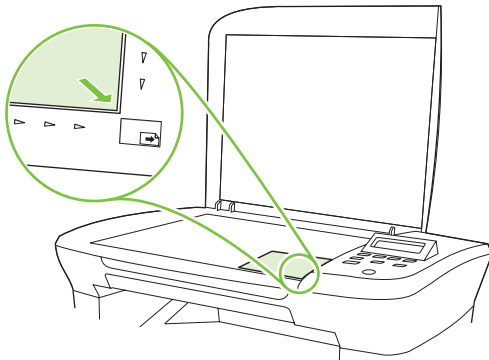


△ **CAUTION:** Pressing on the flatbed cover with too much force can break the lid hinges.

4. Scan the book by using one of the scanning methods.

## Scan a photo

1. Place the photo on the flatbed scanner with the picture-side down and the upper-left corner of the photo at the corner indicated by the icon on the scanner.



2. Gently close the lid.
3. Scan the photo by using one of the scanning methods.


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# 10 Manage and maintain the product

- [Information pages](#)
- [Embedded Web server \(network models only\)](#)
- [Security features](#)
- [Manage supplies](#)

# Information pages

Information pages reside within the product memory. These pages help diagnose and solve problems with the product.

 **NOTE:** If the product language was not correctly set during installation, you can set the language manually so the information pages print in one of the supported languages. Change the language by using the **System setup** menu on the control panel or the embedded Web server (network models only). See [Control panel on page 9](#).

Page description	How to print the page
<b>Demo page</b> Contains examples of text and graphics.	<ol style="list-style-type: none"><li>1. On the product control panel, press <b>Setup</b>.</li><li>2. Use the arrow buttons to select <b>Reports</b>, and then press <b>OK</b>.</li><li>3. Use the arrow buttons to select <b>Demo page</b>, and then press <b>OK</b>.</li></ol>
<b>Menu map</b> Shows the control-panel menus and available settings.	<ol style="list-style-type: none"><li>1. On the product control panel, press <b>Setup</b>.</li><li>2. Use the arrow buttons to select <b>Reports</b>, and then press <b>OK</b>.</li><li>3. Use the arrow buttons to select <b>Menu structure</b>, and then press <b>OK</b>.</li></ol>
<b>Configuration page</b> Shows the current settings and product properties.	<ol style="list-style-type: none"><li>1. On the product control panel, press <b>Setup</b>.</li><li>2. Use the arrow buttons to select <b>Reports</b>, and then press <b>OK</b>.</li><li>3. Use the arrow buttons to select <b>Config report</b>, and then press <b>OK</b>.</li></ol>



## Embedded Web server (network models only)

Network models are equipped with an embedded Web server (EWS), which provides access to information about product and network activities. A Web server provides an environment in which web programs may run, much in the same way that an operating system, such as Windows, provides an environment for programs to run on a computer. The output from these programs can then be displayed by a Web browser, such as Microsoft Internet Explorer, Safari, or Netscape Navigator.

An “embedded” Web server resides on a hardware device (such as an HP LaserJet product) or in firmware, rather than as software that is loaded on a network server.

The advantage of an EWS is that it provides an interface to the product that anyone with a network-connected product and computer can use. There is no special software to install or configure, but you must have a supported Web browser on the computer. To gain access to the EWS, type the IP address for the product in the address line of the browser. (To find the IP address, print a configuration page.)

### Features

The EWS allows you to view product and network status and manage printing functions from a computer. With the EWS, you can complete the following tasks:

- View product status information
- Determine the remaining life on all supplies and order new ones
- View and change part of the product configuration
- View and print some internal pages
- Select the language in which to display the EWS pages
- View and change network configuration



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**NOTE:** Changing network settings in the EWS might disable some of product software or features.

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## Security features

### Secure the embedded Web server

On network models, use the EWS to set a password.

1. Open the EWS, and then click the **System** tab.
2. Click **Password**.
3. In the **Password** box, type the password you want to set, and then in the **Confirm password** box, type the same password again to confirm your choice.
4. Click **Apply** to save the password.

# Manage supplies

## Check and order supplies

You can check the supplies status by using the product control panel. Hewlett-Packard recommends that you place an order for a replacement print cartridge when Low message for a print cartridge first appears. Use a new, authentic HP print cartridge to obtain the following types of supplies information:

- Amount of cartridge life remaining
- Estimated number of pages remaining
- Number of pages printed
- Other supplies information

If the supplies levels are low, you can order supplies through a local HP dealer, by telephone, or online. Go to [www.hp.com/go/ljsupplies](http://www.hp.com/go/ljsupplies) to order online.

## Store supplies

Follow these guidelines for storing print cartridges:

- Do not remove the print cartridge from its package until you are ready to use it.
- 
- △ **CAUTION:** To prevent damage, do not expose the print cartridge to light for more than a few minutes.
- 
- Store print cartridges within storage temperature ranges of -20° to 40° C (-4 to 104° F).
  - Store the supply in a horizontal position.
  - Store the supply in a dark, dry location away from heat and magnetic sources.

## HP policy on non-HP supplies

Hewlett-Packard Company cannot recommend the use of non-HP supplies, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. Service or repairs required as a result of using a non-HP supply will *not* be covered under the warranty.

## HP fraud hotline

Call the HP fraud hotline if the product indicates that the print cartridge is not an HP print cartridge and you think that it is genuine. HP will help determine if the product is genuine and take steps to resolve the problem.

The print cartridge might not be a genuine HP one if you notice the following issues:

- You are experiencing a large number of problems with the print cartridge.
- The print cartridge does not look like it usually does (for example, the pull tab or the box is different).

*In the United States*, call toll-free: 1-877-219-3183.

*Outside the United States*, you can call collect. Dial the operator and ask to place a collect call to this telephone number: 1-770-263-4745. If you do not speak English, a representative at the HP fraud hotline who speaks your language will assist you. Or, if someone who speaks your language is not available,

a language line interpreter will connect approximately one minute after the beginning of the call. The language line interpreter is a service that will translate between you and the representative for the HP fraud hotline.

## Recycle supplies

To install a new HP print cartridge, follow the instructions that are included in the box that contains the new supply, or see the getting started guide.

To recycle supplies, place the used supply in the box in which the new supply arrived. Use the enclosed return label to send the used supply to HP for recycling. For complete information, see the recycling guide that is included with each new HP supply item.

## Redistribute toner

If faded or light areas appear on the printed page, you might be able to temporarily improve print quality by redistributing the toner.

1. Remove the print cartridge from the printer.
2. To redistribute the toner, gently rock the print cartridge from front to back.

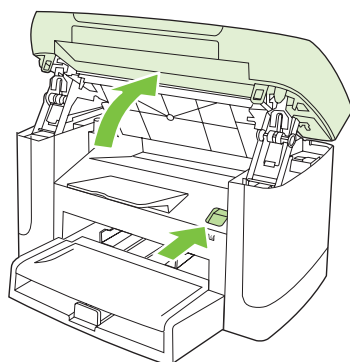
△ **CAUTION:** If toner gets on your clothing, wipe it off with a dry cloth and wash the clothing in cold water. *Hot water sets toner into the fabric.*

3. Reinsert the print cartridge into the printer, and close the print cartridge door. If the print is still light or unacceptable, install a new print cartridge.

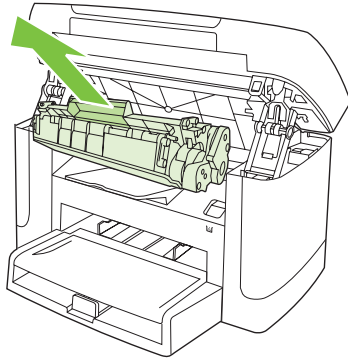
## Replace supplies

### Print cartridge

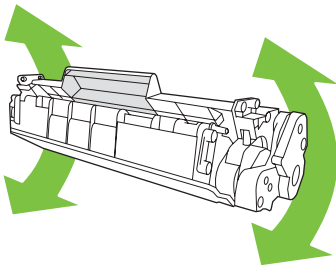
1. Open the print-cartridge door.



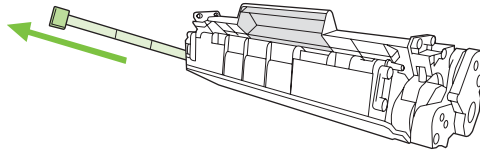
2. Grasp the handle on the print cartridge and then pull the cartridge straight out to remove it. See the recycling information inside the print cartridge box.



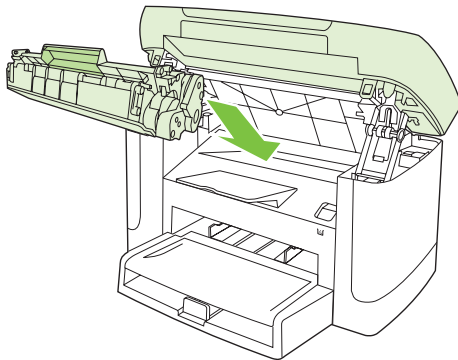
3. Rock the print cartridge back and forth.



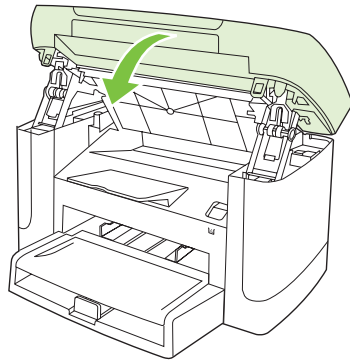
4. Remove the new print cartridge from its packaging, remove the orange cover from the print cartridge, and then pull the orange tab straight out to remove the sealing tape.



5. Insert the cartridge into the product until it is *firmly* in place.



6. Close the print-cartridge door.



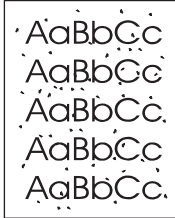
△ **CAUTION:** If toner gets on any clothing, wipe it off with a dry cloth and wash the clothing in cold water. *Hot water sets toner into the fabric.*

## Clean the product

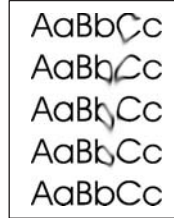
### Clean the paper path

During the printing process, paper, toner, and dust particles can accumulate inside the product. Over time, this buildup can cause print-quality problems such as toner specks or smearing. This product has a cleaning mode that can correct and prevent these types of problems.

Specks



Smearing



1. Press **Setup**.
2. Use the arrow buttons to find the **Service** menu, and then press **OK**.
3. Use the arrow buttons to find **Cleaning mode**, and then press **OK**.
4. Load plain letter or A4 paper when you are prompted.
5. Press **OK** again to confirm and begin the cleaning process.

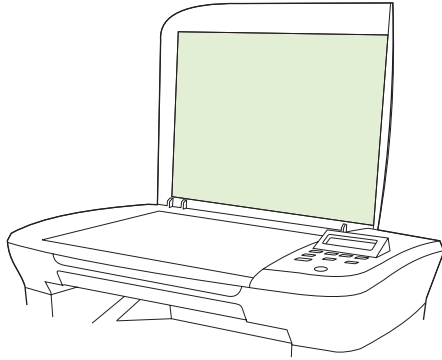
A page feeds through the product slowly. Discard the page when the process is completed.

### Clean the lid backing

Minor debris can accumulate on the white document lid backing that is located underneath the product lid.

1. Turn off the product, unplug the power cord, and raise the lid.

2. Clean the white document lid backing by using a soft cloth or sponge that has been moistened with a mild soap and warm water. Wash the backing gently to loosen debris; do not scrub the backing.



3. Dry the backing by using a chamois or soft cloth.

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△ **CAUTION:** Do not use paper-based wipes because they might scratch the backing.

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4. If this does not clean the backing well enough, repeat the previous steps and use isopropyl alcohol to dampen the cloth or sponge, and then wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

## Clean the exterior

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off of the exterior of the product.

## Firmware updates

Firmware updates and installation instructions for this product are available at [www.hp.com/support/LJM1120](http://www.hp.com/support/LJM1120). Click **Downloads and drivers**, click the operating system, and then select the firmware download for the product.

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# 11 Problem solve

- [Problem-solving checklist](#)
- [Control-panel messages](#)
- [Control-panel display problems](#)
- [Clear jams](#)
- [Solve image-quality problems](#)
- [Solve connectivity problems](#)
- [Solve software problems](#)

# Problem-solving checklist

Follow these steps when trying to solve a problem with the product.

Step number	Verification step	Possible problems	Solutions
1	<b>Is the power on?</b>	No power due to failed power source, cable, switch, or fuse.	<ol style="list-style-type: none"> <li>1. Verify that the product is plugged in.</li> <li>2. Verify that the power cable is functional and that the power switch is on.</li> <li>3. Check the power source by plugging the product directly into the wall or into a different outlet.</li> </ol>
2	<b>Does Ready appear in the product control panel?</b>  The control panel should function without error messages.	Control panel shows an error.	See <a href="#">Control-panel messages on page 80</a> for a list of common messages that will help you correct the error.
3	<b>Do information pages print?</b>  Print a configuration page.	An error message appears on the control-panel display.  Paper jams when printing.	See <a href="#">Control-panel messages on page 80</a> for a list of common messages that will help you correct the error.  Make sure that media that meets HP specifications.  Clean the paper path. See <a href="#">Clean the paper path on page 75</a> .
4	<b>Does the product copy?</b>  Place the configuration page onto the flatbed scanner and make a copy. The copies should print without print-quality problems.	Paper jams when printing.  Poor copy quality from the flatbed.	Make sure that media that meets HP specifications.  Clean the paper path. See <a href="#">Clean the paper path on page 75</a> .  <ol style="list-style-type: none"> <li>1. Clean the flatbed glass. See <a href="#">Clean the scanner glass on page 65</a>.</li> <li>2. If, after performing the maintenance, the problem persists, see <a href="#">Copy problems on page 96</a>.</li> </ol>
5	<b>Does the product print from the computer?</b>  Use a word-processing program to send a print job to the product.	Software is not installed correctly or an error occurred during software installation.  The cable is not connected correctly.  An incorrect driver is selected.  There is a port driver problem in Microsoft Windows.	Uninstall and then reinstall the product software. Verify that you are using the correct installation procedure and the correct port setting.  Reconnect the cable.  Select the proper driver.  Uninstall and then reinstall the product software. Verify that you are using the correct installation procedure and the correct port setting.



Step number	Verification step	Possible problems	Solutions
6	<b>Does the product scan to the computer?</b>  Initiate a scan from the basic desktop software at your computer.	The cable is not connected correctly.	Reconnect the cable.
		Software is not installed correctly or an error occurred during software installation.	Uninstall and then reinstall the product software. Verify that you are using the correct installation procedure and the correct port setting.
		If the error persists, turn off the product and then turn on the product.	

## Control-panel messages

The majority of the control-panel messages are intended to guide the user through typical operation. The control-panel messages indicate the status of the current operation, and include a page count on the second line of the display, if appropriate. When the product is receiving print data or scanning commands, control-panel messages indicate this status. In addition, alert messages, warning messages, and critical error messages indicate situations that might require some action.

## Alert and warning messages

Alert and warning messages appear temporarily and might require the user to acknowledge the message by pressing **OK** to resume or by pressing **Cancel** to cancel the job. With certain warnings, the job might not complete or the print quality might be affected. If the alert or warning message is related to printing and the auto-continue feature is on, the product will attempt to resume the printing job after the warning has appeared for 10 seconds without acknowledgement.

### Alert and warning message tables

Control panel message	Description	Recommended action
<b>Device error</b> <b>Press [OK]</b>	The product experienced an internal communication error.	This is a warning message only. Job output might be affected.
<b>Jam in print paper path</b> alternates with <b>Open door and clear jam</b>	The product has detected a jam in the paper path.	Clear the jam from the area indicated on the product control panel, and then follow the control-panel instructions. See <a href="#">Clear jams on page 83</a> .
<b>Page too complex</b> <b>Press [OK]</b>	The product could not print the current page because of its complexity.	Press <b>OK</b> to clear the message.  Allow the product to finish the job, or press <b>Cancel</b> to cancel the job.
<b>Printer jam</b> <b>clear paper path</b>	The product has detected a jam in the input trays.	Clear the jam from the area indicated on the product control panel, and then follow the control panel instructions. See <a href="#">Clear jams on page 83</a> .
<b>Settings cleared</b>	The product has cleared job settings.	Re-enter any appropriate job settings.

## Critical error messages

Critical error messages can indicate some kind of failure. Turning off and then turning on the power might fix the problem. If a critical error persists, the product might require service.

### Critical error message-tables

Control panel message	Description	Recommended action
<b>50.1 Fuser Error</b> Turn off then on	The product has experienced an internal hardware error.	<ol style="list-style-type: none"><li>1. Turn off the power by using the power switch, and then wait at least 30 seconds.</li><li>2. If a surge protector is being used, remove it. Plug the product directly into the wall socket.</li><li>3. Turn on the power and wait for the product to initialize.</li></ol> <p>If the error persists, contact HP. See <a href="http://www.hp.com/support/LJM1120">www.hp.com/support/LJM1120</a> or the support flyer that came in the product box.</p>
<b>50.2 Fuser Error</b> Turn off then on	The product has experienced an internal hardware error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.</p> <p>If a surge protector is being used, remove it. Plug the product directly into the wall socket. Use the power switch to turn the product on.</p> <p>If the error persists, contact HP. See <a href="http://www.hp.com/support/LJM1120">www.hp.com/support/LJM1120</a> or the support flyer that came in the product box.</p>
<b>50.3 Fuser Error</b> Turn off then on	The product has experienced an internal hardware error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.</p> <p>If a surge protector is being used, remove it. Plug the product directly into the wall socket. Use the power switch to turn the product on.</p> <p>If the error persists, contact HP. See <a href="http://www.hp.com/support/LJM1120">www.hp.com/support/LJM1120</a> or the support flyer that came in the product box.</p>
<b>50.8 Fuser Error</b> Turn off then on	The product has experienced an internal hardware error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.</p> <p>If a surge protector is being used, remove it. Plug the product directly into the wall socket. Use the power switch to turn the product on.</p> <p>If the error persists, contact HP. See <a href="http://www.hp.com/support/LJM1120">www.hp.com/support/LJM1120</a> or the support flyer that came in the product box.</p>
<b>50.9 Fuser Error</b> Turn off then on	The product has experienced an internal hardware error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.</p>

Control panel message	Description	Recommended action
		<p>If a surge protector is being used, remove it. Plug the product directly into the wall socket. Use the power switch to turn the product on.</p> <p>If the error persists, contact HP. See <a href="http://www.hp.com/support/LJM1120">www.hp.com/support/LJM1120</a> or the support flyer that came in the product box.</p>
<b>52 Scanner Error</b>  <b>Turn off then on</b>	The product has experienced a scanner error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.</p> <p>If a surge protector is being used, remove it. Plug the product directly into the wall socket. Use the power switch to turn the product on.</p> <p>If the error persists, contact HP. See <a href="http://www.hp.com/support/LJM1120">www.hp.com/support/LJM1120</a> or the support flyer that came in the product box.</p>
<b>54.1C Error</b>  <b>Turn off then on</b>	The product has experienced an internal hardware error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.</p> <p>If a surge protector is being used, remove it. Plug the product directly into the wall socket. Use the power switch to turn the product on.</p> <p>If the error persists, contact HP. See <a href="http://www.hp.com/support/LJM1120">www.hp.com/support/LJM1120</a> or the support flyer that came in the product box.</p>
<b>Engine comm. Error</b>	The product has experienced an internal hardware error.	<ol style="list-style-type: none"> <li>1. Turn off the power by using the power switch, and then wait at least 30 seconds.</li> <li>2. If a surge protector is being used, remove it. Plug the product directly into the wall socket.</li> <li>3. Turn on the power and wait for the product to initialize.</li> </ol> <p>If the error persists, contact HP. See <a href="http://www.hp.com/support/LJM1120">www.hp.com/support/LJM1120</a> or the support flyer that came in the product box.</p>

# Control-panel display problems

- △ **CAUTION:** Static electricity can cause unexpected black lines or dots to appear on the product control-panel display. Do not touch the product control-panel display if there is a chance that you have collected a static electric charge (for example, by walking on carpet in a low-humidity environment).

Unexpected lines or dots might appear on the product control-panel display, or the display might become blank if the product is exposed to an electric or magnetic field. To resolve this problem, perform the following procedure:

1. Turn the product off.
2. Remove the product from the electric or magnetic field.
3. Turn the product on again.

## Clear jams

### Causes of jams

Occasionally, paper or other print media can become jammed during a print job. Some causes include the following events:

- The input trays are loaded improperly or overfilled, or the media guides are not set properly.
- Media is added to or removed from an input tray during a print job or an input tray is removed from the product during a print job.
- The cartridge door is opened during a print job.
- Too many sheets have accumulated in an output area, or sheets are blocking an output area.
- The print media that is being used does not meet HP specifications.
- The media is damaged or has foreign objects attached to it, such as staples or paper clips.
- The environment in which the print media was stored is too humid or too dry.

## Where to look for jams

Jams can occur in these locations:

- In input areas
- In output areas
- In the print-cartridge area

Find and remove the jam by using the instructions on the following pages. If the location of the jam is not obvious, first look inside the product.

Loose toner might remain in the product after a jam. This problem typically resolves itself after a few sheets have been printed.

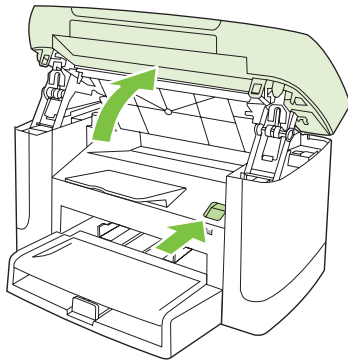
## Clear jams from the input-tray areas

△ **CAUTION:** Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams. Damage caused by sharp objects will not be covered by the warranty.

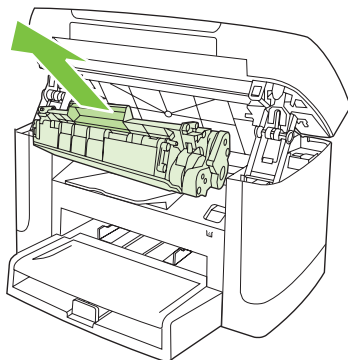
When removing jammed media, pull the jammed media straight away from the product. Pulling jammed media out of the product at an angle can damage the product.

📋 **NOTE:** Depending on where the jam is located, some of the following steps might not be necessary.

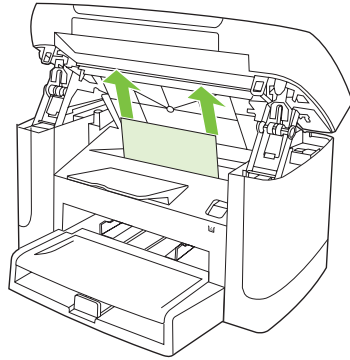
1. Open the print-cartridge door.



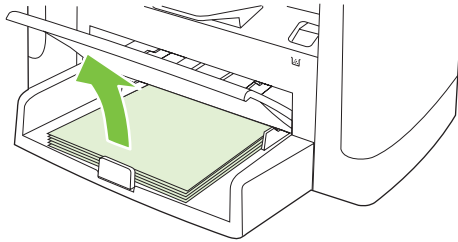
2. Grasp the handle on the print cartridge, and then pull the cartridge straight out to remove it.



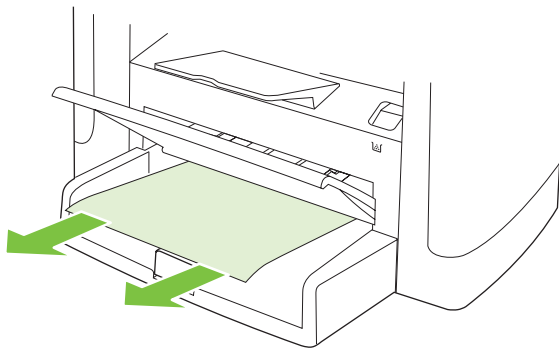
3. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the product.



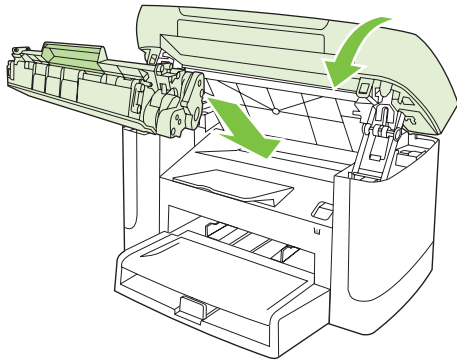
4. Open tray 1 and remove the media stack.



5. With both hands, grasp the side of the jammed media that is most visible (this includes the middle), and carefully pull it free from the product.



6. Replace the print cartridge and close the print-cartridge door.

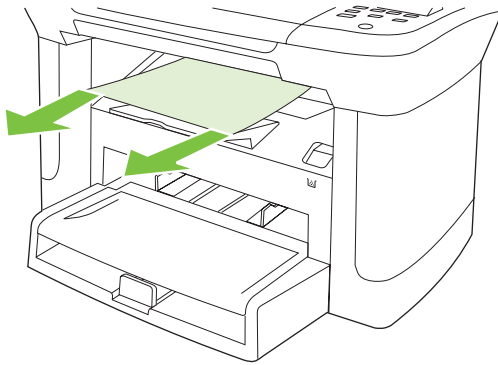




## Clear jams from the output bin

- △ **CAUTION:** Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams. Damage caused by sharp objects will not be covered by the warranty.

With both hands, grasp the side of the jammed media that is most visible (this includes the middle), and carefully pull it free from the product.

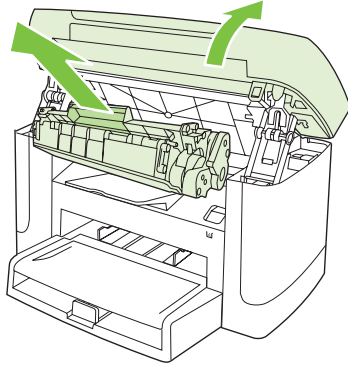


## Clear jams from the print-cartridge area

- △ **CAUTION:** Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams. Damage caused by sharp objects will not be covered by the warranty.

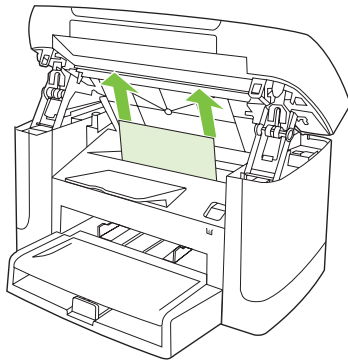
When removing jammed media, pull the jammed media straight away from the product. Pulling jammed media out of the product at an angle can damage the product.

1. Open the print-cartridge door, and remove the print cartridge.

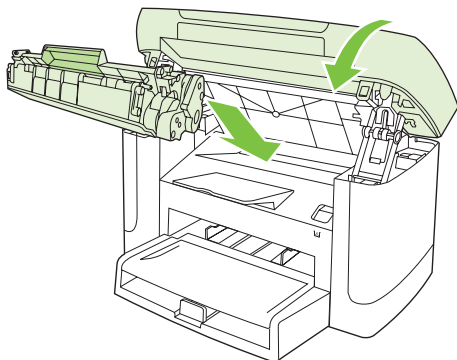


- △ **CAUTION:** To prevent damage to the print cartridge, minimize its exposure to direct light.

2. With both hands, grasp the side of the jammed media that is most visible (this includes the middle), and carefully pull it free from the product.



3. Replace the print cartridge and close the print-cartridge door.



## Avoid repeated jams

- Verify that the input tray is not overfilled. The input tray capacity varies depending on the type of print media that you are using.
- Verify that the media guides are properly adjusted.
- Check that the input tray is securely in place.
- Do not add print media into the input tray while the product is printing.
- Use only HP-recommended media types and sizes.
- Do not fan media prior to loading it in a tray. To loosen the ream, hold it firmly in both hands and twist the media by rotating your hands in the opposite direction.
- Do not let print media stack up in the output bin. The print media type and the amount of toner used affect the output bin capacity.
- Check the power connection. Make sure that the power cord is firmly connected to both the product and the power supply box. Plug the power cord into a grounded power outlet.

# Solve image-quality problems

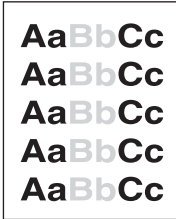
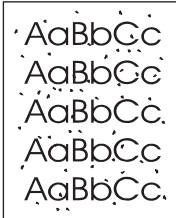

## Print problems

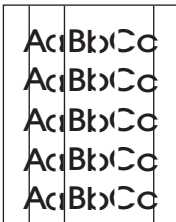

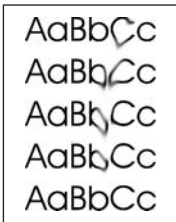
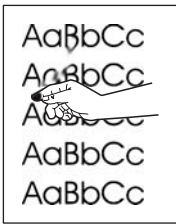
### Print quality problems

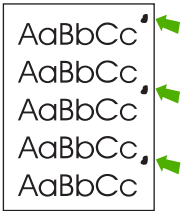
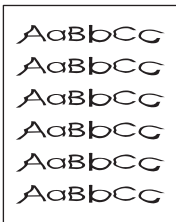
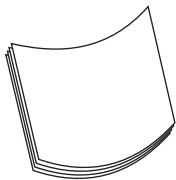
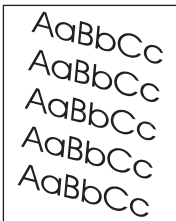
Occasionally, you might encounter problems with print quality. The information in the following sections helps you identify and resolve these issues.

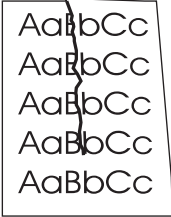
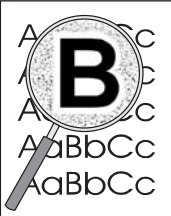

#### General print-quality issues

The following examples depict letter-size paper that has passed through the product short-edge-first. These examples illustrate problems that would affect all of the pages that you print. The topics that follow list the typical cause and solution for each of these examples.

Problem	Cause	Solution
Print is light or faded. 	The media might not meet HP specifications.  The print cartridge might be defective. If you use a non-HP print cartridge, no messages appear on the product control panel.	Use media that meets HP specifications.  Replace the print cartridge. See <a href="#">Print cartridge on page 73</a> .  If the print cartridge is not low or empty, inspect the toner roller to see if the roller is damaged. If it is, replace the print cartridge.
	If the whole page is light, the print density adjustment is too light or EconoMode might be turned on.	Adjust the print density, and disable EconoMode in the product Properties.
Toner specks appear. 	The media might not meet HP specifications.  The paper path might need cleaning.	Use media that meets HP specifications.  Clean the paper path. See <a href="#">Clean the paper path on page 75</a> .
Dropouts appear. 	A single sheet of print media might be defective.  The moisture content of the paper is uneven or the paper has moist spots on its surface.  The paper lot is flawed. The manufacturing processes can cause some areas to reject toner.	Try reprinting the job.  Try different paper, such as high-quality paper that is intended for laser printers.
	The print cartridge might be defective.	Replace the print cartridge. See <a href="#">Print cartridge on page 73</a> .  If the error persists, contact HP. See <a href="http://www.hp.com/support/LJM1120">www.hp.com/support/LJM1120</a> or the support flyer that came in the product box.
Vertical streaks or bands appear on the page.	The print cartridge might be defective. If you are using a non-HP print cartridge, no messages appear on the product control panel.	Replace the print cartridge. See <a href="#">Print cartridge on page 73</a> .

Problem	Cause	Solution
		
The amount of background toner shading becomes unacceptable.	The media might not meet HP specifications.	Use a different paper with a lighter basis weight. See <a href="#">Paper and print media on page 31</a> .
	The priority input tray might be installed incorrectly.	Make sure that the priority input tray is in place.
	The print-density setting is too high.	Decrease the print-density setting through the print driver. This decreases the amount of background shading.
	Very dry (low humidity) conditions can increase the amount of background shading.	Check the product environment.
	The print cartridge might be defective. If you are using a non-HP print cartridge, no messages appear on the product control panel.	Replace the print cartridge. See <a href="#">Print cartridge on page 73</a> .
Toner smears appear on the media.	The media might not meet HP specifications.	Use media that meets HP specifications.
	If toner smears appear on the leading edge of the paper, the media guides are dirty, or debris has accumulated in the print path.	Clean the media guides and the paper path. See <a href="#">Clean the paper path on page 75</a> .
	The fuser temperature might be too low.	In the printer driver, make sure the appropriate media type is selected.  Use the archive print feature to improve toner fusing. See <a href="#">Archive print on page 49</a> .
The toner smears easily when touched.	The product is not set to print on the type of media on which you want to print.	In the printer driver, select the <b>Paper/Quality</b> tab and set <b>Paper Type</b> to match the type of media on which you are printing. Print speed might be slower if you are using heavy paper.
	The media might not meet HP specifications.	Use media that meets HP specifications.
	The paper path might need cleaning.	Clean the paper path. See <a href="#">Clean the paper path on page 75</a> .
	The power source might be defective.	Plug the product directly into an AC outlet instead of into a power strip.
	The fuser temperature might be too low.	Use the archive print feature to improve toner fusing. See <a href="#">Archive print on page 49</a> .

Problem	Cause	Solution
<p>Marks repeatedly appear at even intervals on the page.</p> 	<p>The product is not set to print on the type of media on which you want to print.</p> <p>Internal parts might have toner on them.</p> <p>The paper path might need cleaning.</p> <p>The print cartridge might be damaged.</p>	<p>In the printer driver, make sure that the appropriate media type is selected. Print speed might be slower if you are using heavy paper.</p> <p>The problem typically corrects itself after a few more pages.</p> <p>Clean the paper path. See <a href="#">Clean the paper path on page 75</a>.</p> <p>If a repetitive mark occurs at the same spot on the page, install a new HP print cartridge. See <a href="#">Print cartridge on page 73</a>.</p>
<p>The printed page contains misformed characters.</p> 	<p>The media might not meet HP specifications.</p> <p>If characters are incorrectly formed so that they produce a wavy effect, the laser scanner might need service.</p>	<p>Use a different paper, such as high-quality paper that is intended for laser printers.</p> <p>Verify that the problem also occurs on the configuration page. If so, contact HP. See <a href="http://www.hp.com/support/LJM1120">www.hp.com/support/LJM1120</a> or the support flyer that came in the product box.</p>
<p>The printed page is curled or wavy.</p> 	<p>The product is not set to print on the type of media on which you want to print.</p> <p>The media might have been in the input tray too long.</p> <p>The media might not meet HP specifications.</p> <p>Both high temperature and humidity can cause paper curl.</p>	<p>In the printer driver, make sure the appropriate media type is selected.</p> <p>If the problem persists, select a media type that uses a lower fuser temperature, such as transparencies or light media.</p> <p>Turn over the stack of media in the tray. Also, try rotating the media 180° in the input tray.</p> <p>Use a different paper, such as high-quality paper that is intended for laser printers.</p> <p>Check the product environment.</p>
<p>Text or graphics are skewed on the printed page.</p> 	<p>The media might be loaded incorrectly or the input tray might be too full.</p> <p>The media might not meet HP specifications.</p>	<p>Verify that the media is loaded correctly and that the media guides are not too tight or too loose against the stack. See <a href="#">Load paper and print media on page 35</a>.</p> <p>Use a different paper, such as high-quality paper that is intended for laser printers.</p>

Problem	Cause	Solution
<p>The printed page contains wrinkles or creases.</p> 	The media might be loaded incorrectly or the input tray might be too full.	Turn over the stack of paper in the input tray, or try rotating the paper 180° in the input tray.
	The media might not meet HP specifications.	Verify that the media is loaded correctly and that the media guides are not too tight or too loose against the stack. See <a href="#">Load paper and print media on page 35</a> .
	Air pockets inside envelopes can cause them to wrinkle.	Use a different paper, such as high-quality paper that is intended for laser printers.
<p>Toner appears around the printed characters.</p> 	The media might be loaded incorrectly.	Remove the envelope, flatten it, and try printing again.
	If large amounts of toner have scattered around the characters, the paper might have high resistivity.	Turn over the stack of paper in the tray.
<p>An image that appears at the top of the page (in solid black) repeats farther down the page (in a gray field).</p> 	Software settings might affect image printing.	Use a different paper, such as high-quality paper that is intended for laser printers.
		In your software program, change the tone (darkness) of the field in which the repeated image appears.
		In your software program, rotate the whole page 180° to print the lighter image first.
	The order of images printed might affect printing.	Change the order in which the images are printed. For example, have the lighter image at the top of the page, and the darker image farther down the page.
	A power surge might have affected the product.	If the defect occurs later in a print job, turn the product off for 10 minutes, and then turn on the product to restart the print job.

## Media-handling problems

Use the information in this section when the product experiences media-handling problems.

### Print-media guidelines

- For best results, make sure that the paper is of good quality, and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- For best-quality printing, use a smooth type of paper. Generally, smoother media produces better results.
- If you are unsure what type of paper you are loading (such as bond or recycled), check the label on the package of paper.

- Do not use media that is designed for inkjet printers only. Use media that is designed for laser printers.
- Do not use letterhead paper that is printed with low-temperature inks, such as those used in some types of thermography.
- Do not use raised or embossed letterhead.
- The product uses heat and pressure to fuse toner to the paper. Make sure that any colored paper or preprinted forms use inks that are compatible with this fusing temperature (200°C or 392°F for 0.1 second).

△ **CAUTION:** Failure to follow these guidelines could cause jams or damage to the product.

## Solve print-media problems

The following problems with media cause print-quality deviations, jamming, or even damage to the product.

Problem	Cause	Solution
Poor print quality or toner adhesion	The paper is too moist, too rough, too heavy or too smooth, or it is embossed or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, with 4 to 6% moisture content.
Dropouts, jamming, or curl	The paper has been stored incorrectly.	Store paper flat in its moisture-proof wrapping.
	The paper has variability from one side to the other.	Turn the paper over.
Excessive curl	The paper is too moist, has the wrong grain direction, or is of short-grain construction	Use long-grain paper.
	The paper varies from side-to-side.	Turn the paper over.
	High fuser temperature is curling the paper.	Turn on the <b>Less paper curl</b> setting.  At the control panel, press <b>Setup</b> , use the arrow buttons to select <b>Service</b> , and then press <b>OK</b> . Use the arrow buttons to select <b>Less paper curl</b> , press <b>OK</b> , use the arrow buttons to select <b>On</b> , and then press <b>OK</b> .
Jamming, damage to product	The paper has cutouts or perforations.	Use paper that is free of cutouts or perforations.
Problems with feeding	The paper has ragged edges.	Use high-quality paper that is made for laser printers.
	The paper varies from side-to-side.	Turn the paper over.
	The paper is too moist, too rough, too heavy or too smooth, has the wrong grain direction, or is of short-grain construction or it is embossed or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, 4 to 6% moisture content.  Use long-grain paper.
Print is skewed (crooked).	The media guides might be incorrectly adjusted.	Remove all media from the input tray, straighten the stack, and then load the media in the input tray again. Adjust the media guides to the width and length of the media that you are using and try printing again.



Problem	Cause	Solution
More than one sheet feeds at one time.	The media tray might be overloaded.	Remove all media from the tray, and then return some of the media to the tray. See <a href="#">Load paper and print media on page 35</a> .
	The media might be wrinkled, folded, or damaged.	Verify that the media is not wrinkled, folded, or damaged. Try printing on media from a new or different package.
	The media might have been fanned before it was loaded.	Load media that was not fanned. Loosen ream by twisting paper stack.
	Media might be too dry.	Load new paper that was stored properly.
The product does not pull media from the media input tray.	The product might be in manual feed mode.	<ul style="list-style-type: none"> <li>• If <b>Manual feed</b> appears on the product control-panel display, press <b>OK</b> to print the job.</li> <li>• Verify that the product is not in manual feed mode and print your job again.</li> </ul>
	The pickup roller might be dirty or damaged.	Contact HP. See <a href="http://www.hp.com/support/LJM1120">www.hp.com/support/LJM1120</a> or the support flyer that came in the product box.
	The paper-length adjustment control in tray 1 is set at a length that is greater than the media size.	Adjust the paper-length adjustment control to the correct length.

## Performance problems

Try the tips in this section if pages exit the product, but have nothing printed on them, or when the product does not print any pages.

Problem	Cause	Solution
Pages print but are totally blank.	The sealing tape might still be in the print cartridge.	Verify that the sealing tape has been completely removed from the print cartridge.
	The document might contain blank pages.	Check the document that you are printing to see if content appears on all of the pages.
	The product might be malfunctioning.	To check the product, print a configuration page.
	Certain media types can slow the print job.	Print on a different type of media.


Problem	Cause	Solution
Pages did not print.	The product might not be pulling media correctly.	See <a href="#">Media-handling problems on page 93</a> .
	The media might be jamming in the product.	Clear the jam. See <a href="#">Clear jams on page 83</a> .
	The USB cable or the network cable might be defective or incorrectly connected.	<ul style="list-style-type: none"> <li>• Disconnect the cable at both ends and reconnect it.</li> <li>• Try printing a job that has printed in the past.</li> <li>• Try using a different USB or network cable.</li> </ul>
	The product IP address might have been changed.	From the control panel, print a configuration page. Confirm the IP address with that listed in the <b>Properties</b> dialog box.
	The product might not be set up as the default printer.	Open the <b>Printers</b> or <b>Printers and Faxes</b> dialog box, right click the product, and then click <b>Set as Default Printer</b> .
	The product might have encountered an error.	Check the control panel for an error message. See <a href="#">Control-panel messages on page 80</a> .
	The product might be paused or offline.	Open the <b>Printers</b> or <b>Printers and Faxes</b> dialog box, and verify that the product status is Ready. If it is Paused, right-click the product and click <b>Resume Printing</b> .
	The product might not be receiving power.	Check the power cord and verify that the product is turned on.
	Other products are running on your computer.	The product might not share a USB port. If you have an external hard drive or network switchbox that is connected to the same port as the product, the other device might be interfering. To connect and use the product, disconnect the other device or use two USB ports on the computer.

## Copy problems

### Prevent copy problems

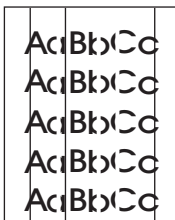
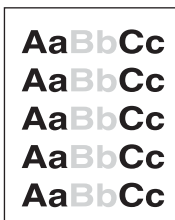
The following are a few simple steps you can take to improve copy quality:

- Use quality originals.
- Load the media correctly. If the media is loaded incorrectly, it might skew, causing unclear images and problems with the OCR program. See [Load paper and print media on page 35](#) for instructions.
- Use or make a carrier sheet to protect your originals.

 **NOTE:** Verify that the media meets HP specifications. If the media meets HP specifications, recurring feed problems indicate the pickup roller or separation pad is worn. Contact HP. See [www.hp.com/support/LJM1120](http://www.hp.com/support/LJM1120) or the support flyer that came in the product box.

## Image problems

Problem	Cause	Solution
Images are missing or faded.	The print-cartridge might be defective.	Replace the print cartridge. See <a href="#">Print cartridge on page 73</a> .
	The original might be of poor quality.	If your original is too light or damaged, the copy might not be able to compensate, even if you adjust the contrast. If possible, find an original document in better condition.
	The contrast settings might be set incorrectly.	Use the control-panel <b>Lighter/Darker</b> button to change the contrast setting.
	The original might have a colored background.	Colored backgrounds might cause images in the foreground to blend into the background, or the background might appear in a different shade. If possible, use an original document without a colored background.
Vertical white or faded stripes appear on the copy.	The media might not meet HP specifications.	Use media that meets HP specifications.
	The print-cartridge might be defective.	Replace the print cartridge. See <a href="#">Print cartridge on page 73</a> .
Unwanted lines appear on the copy.	The flatbed scanner might be dirty.	Clean the flatbed scanner. See <a href="#">Clean the scanner glass on page 65</a> .
	The photosensitive drum inside the print cartridge might have been scratched.	Install a new HP print cartridge. See <a href="#">Print cartridge on page 73</a> .
Black dots or streaks appear on the copy.	Ink, glue, correction fluid, or an unwanted substance might be on the flatbed scanner.	Clean the flatbed scanner. See <a href="#">Clean the scanner glass on page 65</a> .
	The power to the product might have fluctuated.	Reprint the job.
Copies are too light or dark.	The printer driver or product software settings may be incorrect.	Verify that the quality settings are correct.
		See the product software Help for more information about changing the settings.
Text is unclear.	The printer driver or product software settings may be incorrect.	Verify that the quality settings are correct.
		Verify that the EconoMode setting is off.
		See the product software Help for more information about changing the settings.



## Media-handling problems

Problem	Cause	Solution
Poor print quality or toner adhesion	The paper is too moist, too rough, too heavy or too smooth, or it is embossed or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, 4 to 6% moisture content.
Dropouts, jamming, or curl	The paper has been stored incorrectly.	Store paper flat in its moisture-proof wrapping.
	The paper has variability from one side to the other.	Turn the paper over.
Excessive curl	The paper is too moist, has the wrong grain direction, or is of short-grain construction	Use long-grain paper.
	The paper varies from side-to-side.	Turn the paper over.
Jamming, damage to paper	The paper has cutouts or perforations.	Use paper that is free of cutouts or perforations.
Problems with feeding	The paper has ragged edges.	Use high-quality paper that is made for laser printers.
	The paper varies from side-to-side.	Turn the paper over.
	The paper is too moist, too rough, too heavy or too smooth, has the wrong grain direction, or is of short-grain construction or it is embossed or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, 4 to 6% moisture content. Use long-grain paper.
Print is skewed (crooked).	The media guides might be incorrectly adjusted.	Remove all media from the input tray, straighten the stack, and then load the media in the input tray again. Adjust the media guides to the width and length of the media that you are using and try printing again.
More than one sheet feeds at one time.	The media tray might be overloaded.	Remove some of the media from the tray. See <a href="#">Load paper and print media on page 35</a> .
	The media might be wrinkled, folded, or damaged.	Verify that the media is not wrinkled, folded, or damaged. Try printing on media from a new or different package.
The product does not pull media from the media input tray.	The product might be in manual feed mode.	<ul style="list-style-type: none"> <li>● If <b>Manual</b> appears on the product control-panel display, press <b>OK</b> to print the job.</li> <li>● Verify that the product is not in manual feed mode and print your job again.</li> </ul>
	The pickup roller might be dirty or damaged.	Contact HP. See <a href="http://www.hp.com/support/LJM1120">www.hp.com/support/LJM1120</a> or the support flyer that came in the product box.
	The paper-length adjustment control in tray 1 is set at a length that is greater than the media size.	Adjust the paper-length adjustment control to the correct length.

## Performance problems

Problem	Cause	Solution
No copy came out.	The input tray might be empty.	Load media in the product. See <a href="#">Load paper and print media on page 35</a> for more information.
	The original might have been loaded incorrectly.	On the flatbed scanner, place the original document face-down with the upper-left corner of the document at the corner of the glass indicated by the icon on the scanner.
Copies are blank.	The sealing tape might not have been removed from the print cartridge.	Remove the print cartridge from the product, pull out the sealing tape, and reinstall the print cartridge.
	The original might have been loaded incorrectly.	On the flatbed scanner, make sure that the original document is placed face-down with the upper-left corner of the document at the corner of the glass indicated by the icon on the scanner.
	The media might not meet HP specifications.	Use media that meets HP specifications.
	The print cartridge might be defective.	Replace the print cartridge. See <a href="#">Print cartridge on page 73</a> .
Copies are reduced in size.	The product settings might be set to reduce the scanned image.	On the control panel, press <b>Reduce/Enlarge</b> and verify that it is set to <b>Original=100%</b> .

## Scan problems

### Solve scanned-image problems

Problem	Cause	Solution
The scanned image is of poor quality.	The original might be a second-generation photo or picture.	<ul style="list-style-type: none"><li>• To eliminate the patterns, try reducing the size of the image after scanning.</li><li>• Print the scanned image to see if the quality is better.</li><li>• Verify that the resolution settings are correct for the type of scan job that you are performing. See <a href="#">Scanner resolution and color on page 64</a>.</li></ul>
	The image that appears on the screen might not be an accurate representation of the quality of the scan.	<ul style="list-style-type: none"><li>• Try adjusting your computer monitor settings to use more colors (or levels of gray). Typically, you make this adjustment by opening <b>Display</b> in Windows Control Panel.</li><li>• Try adjusting the resolution settings in the scanner software. See <a href="#">Scanner resolution and color on page 64</a>.</li></ul>
	The original might have been loaded incorrectly.	Verify that the original is loaded correctly on the flatbed scanner. See <a href="#">Load paper and print media on page 35</a> .
	The scanner might be dirty.	Clean the scanner. See <a href="#">Clean the scanner glass on page 65</a> .
	The graphics settings might not be suitable for the type of scan job that you are performing.	Try changing the graphics settings. See <a href="#">Scanner resolution and color on page 64</a> .
Part of the image did not scan.	The original might have been loaded incorrectly.	Verify that the original is loaded correctly on the flatbed scanner. See <a href="#">Load originals for scanning on page 62</a> .
	A colored background might be causing images in the foreground to blend into the background.	Try adjusting the settings before you scan the original or enhancing the image after you scan the original.
	The original is too small.	The minimum size that the flatbed scanner supports is 25 x 25 mm (1 x 1 inch).
	The media size is incorrect.	In <b>Scan</b> settings, make sure that the input media size is large enough for the document that you are scanning. .

Problem	Cause	Solution
The scan takes too long	The resolution or color level is set too high.	Change the resolution and color settings to the correct settings for your job. See <a href="#">Scanner resolution and color on page 64</a> .
	The software is set to scan in color.	The system default is color, which takes longer to scan even when scanning a monochrome original. If you acquire an image through TWAIN or WIA, you can change the settings so that the original scans in grayscale or black-and-white. See the product software Help for details.
	A print job or copy job was sent before you tried to scan.	If someone sent a print job or copy job before you tried to scan, the scan will start if the scanner is not busy. However, because the product and scanner share memory, the scan might be slower.

## Scan-quality problems

### Prevent scan-quality problems

The following are a few simple steps you can take to improve copy and scan quality.

- Use high-quality originals.
- Load the media correctly. If the media is loaded incorrectly, it might skew, which causes unclear images. See [Load paper and print media on page 35](#) for instructions.
- Adjust the software settings according to how you plan to use the scanned page. See [Scanner resolution and color on page 64](#) for more information.
- If your product frequently feeds more than one page at a time, the separation pad might need to be replaced. Contact HP. See [www.hp.com/support/LJM1120](http://www.hp.com/support/LJM1120) or the support flyer that came in the product box.
- Use or make a carrier sheet to protect your originals.

### Solve scan-quality problems

Problem	Cause	Solution
Blank pages	The original might have been loaded upside down.	On the flatbed scanner, place the original document face-down with the upper-left corner of the document at the corner of the glass indicated by the icon on the scanner.
Too light or dark	The resolution and color levels may be set incorrectly.	Verify that you have the correct resolution and color settings. See <a href="#">Scanner resolution and color on page 64</a> .
Unwanted lines	Ink, glue, correction fluid, or an unwanted substance might be on the glass.	Clean the flatbed scanner surface. See <a href="#">Clean the scanner glass on page 65</a> .
Black dots or streaks	Ink, glue, correction fluid, or an unwanted substance might be on the glass.	Clean the flatbed scanner surface. See <a href="#">Clean the scanner glass on page 65</a> .
	The power to the product might have fluctuated.	Reprint the job.
Unclear text	The resolution levels might be set incorrectly.	Verify that the correct resolution settings are correct. See <a href="#">Scanner resolution and color on page 64</a> .

## Optimize and improve image quality

### Print-quality checklist

General print-quality problems can be solved by using the following checklist:

1. Make sure that the paper or print media that you are using meets specifications. Generally, smoother paper provides better results.
2. If you are using a special print media such as labels, transparencies, glossy, or letterhead, ensure that you have printed by type. See [Change the print driver to match the media type and size on page 38](#).



3. Print a configuration page at the product control panel. If the page does not print correctly, the problem is with the hardware. Contact HP. See [www.hp.com/support/LJM1120](http://www.hp.com/support/LJM1120) or the support flyer that came in the product box.
4. Print a demo page at the control panel. If the page prints, the problem is with the printer driver. Try printing from another printer driver.
5. Try printing from a different program. If the page prints correctly, the problem is with the program from which you were printing.
6. Restart the computer and the product, and then try printing again. If the problem is not resolved, see [General print-quality issues on page 90](#).

# Solve connectivity problems

## Solve direct-connection problems

If the product is experiencing connection issues while directly connected to a computer, complete the following steps:

1. Make sure that USB cable is no longer than 3 meters (9 feet).
2. Make sure that both ends of the USB cable are connected.
3. Make sure that the cable is a USB 2.0 Hi-Speed-certified cable.
4. If the error persists, use a different USB cable.

## Network problems (network models only)

### Verify that the product is on and online

Check the following items to make sure the product is ready to print.

1. Is the product plugged in and turned on?  
  
Make sure that the product is plugged in and turned on. If the problem persists, you might have a defective power cable, power source, or product.
2. Is the product in **Ready** mode?  
  
If the product is finishing a job, you might need to wait until the current job is completed.
3. Is the product control-panel display blank?
  - Make sure the product is turned on.
  - Make sure the product is installed correctly.
4. Does a message other than **Ready** appear on the product control-panel display?
  - See your product documentation for a complete list of control panel messages and corrective actions.

## Resolve communication problems with the network

Check the following items to verify that the product is communicating with the network.

1. Are there any physical connection problems between the workstation or file server and the product?  
  
Verify that the network cabling, connections, and router configurations are correct. Verify that the network cable lengths meet network specifications.
2. Are the network cables connected properly?  
  
Make sure that the product is attached to the network using the appropriate port and cable. Check each cable connection to make sure it is secure and in the right place. If the problem continues, try a different cable or ports on the hub or transceiver. The amber activity light and the green link status light next to the port connection on the back of the product should be lit.
3. Can you "ping" the product IP address?

Use the command prompt to ping the product from the computer. For example:

```
ping 192.168.45.39
```

Ensure that the ping displays round-trip times.

If you are able to ping the product, verify that the IP address configuration for the product is correct on the computer. If it is correct, delete and then add the product again.

If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.

4. Have any software programs been added to the network?

Make sure they are compatible and that they are installed correctly with the correct printer drivers.

5. Are other users able to print?

The problem may be workstation-specific. Check the workstation network drivers, printer drivers, and redirection.

6. If other users are able to print, are they using the same network operating system?

Check your system for proper network operating system setup.

# Solve software problems

## Solve common Windows problems

Error message:

"General Protection FaultException OE"

"Spool32"

"Illegal Operation"

Cause	Solution
	Close all software programs, restart Windows, and try again.
	Select a different printer driver. If the device PCL 6 printer driver is selected, switch to the PCL 5 or HP postscript level 3 emulation printer driver, which can be done from a software program.
	Delete all temp files from the Temp subdirectory. Determine the name of the directory by opening the AUTOEXEC.BAT file and looking for the statement "Set Temp =". The name after this statement is the Temp directory. It is usually C:\TEMP by default, but can be redefined.
	See the Microsoft Windows documentation that came with the computer for more information about Windows error messages.

## Solve common Macintosh problems

**Table 11-1 Problems with Mac OS X v10.3 and Mac OS X v10.4**

The product name, IP address, or "Rendezvous" or "Bonjour" host name does not appear in the printer list box in the Printer Setup Utility.

Cause	Solution
The product might not be ready.	Make sure that the cables are connected correctly, the product is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The wrong product name, IP address, or "Rendezvous" or "Bonjour" host name is being used.	Check the product name, IP address, or "Rendezvous" or "Bonjour" host name by printing a configuration page. Verify that the name, IP address, or "Rendezvous" or "Bonjour" host name on the configuration page matches the product name, IP address, or "Rendezvous" or "Bonjour" host name in the Printer Setup Utility.
The interface cable might be defective or of poor quality.	Replace the interface cable. Make sure to use a high-quality cable.

**Table 11-1 Problems with Mac OS X v10.3 and Mac OS X v10.4 (continued)****A print job was not sent to the product that you wanted.**

Cause	Solution
The print queue might be stopped.	Open the print queue, and then click <b>Start Jobs</b> .
The wrong product name or IP address is being used. Another product with the same or similar name, IP address, or "Rendezvous" or "Bonjour" host name might have received your print job.	Check the product name, IP address, or "Rendezvous" or "Bonjour" host name by printing a configuration page. Verify that the name, IP address, or "Rendezvous" or "Bonjour" host name on the configuration page matches the product name, IP address, or "Rendezvous" or "Bonjour" host name in the Printer Setup Utility.

**An encapsulated PostScript (EPS) file does not print with the correct fonts.**

Cause	Solution
This problem occurs with some programs.	<ul style="list-style-type: none"> <li>Try downloading the fonts that are contained in the EPS file to the product before printing.</li> <li>Send the file in ASCII format instead of binary encoding.</li> </ul>

**You are unable to print from a third-party USB card.**

Cause	Solution
This error occurs when the software for USB printers is not installed.	When adding a third-party USB card, you might need the Apple USB Adapter Card Support software. The most current version of this software is available from the Apple Web site.

**When connected with a USB cable, the product does not appear in the Macintosh Printer Setup Utility after the driver is selected.**

Cause	Solution
This problem is caused by either a software or a hardware component.	<p><b>Software troubleshooting</b></p> <ul style="list-style-type: none"> <li>Check that your Macintosh supports USB.</li> <li>Verify that your Macintosh operating system is Mac OS X v10.3 or Mac OS X v10.4.</li> <li>Ensure that your Macintosh has the appropriate USB software from Apple.</li> </ul> <p><b>Hardware troubleshooting</b></p> <ul style="list-style-type: none"> <li>Check that the product is turned on.</li> <li>Verify that the USB cable is connected correctly.</li> <li>Check that you are using the appropriate high-speed USB cable.</li> <li>Ensure that you do not have too many USB devices drawing power from the chain. Disconnect all of the devices from the chain, and connect the cable directly to the USB port on the host computer.</li> <li>Check to see if more than two nonpowered USB hubs are connected in a row on the chain. Disconnect all of the devices</li> </ul>

**Table 11-1** Problems with Mac OS X v10.3 and Mac OS X v10.4 (continued)

When connected with a USB cable, the product does not appear in the Macintosh Printer Setup Utility after the driver is selected.

Cause	Solution
	from the chain and connect the cable directly to the USB port on the host computer.
	<b>NOTE:</b> The iMac keyboard is a nonpowered USB hub.

---

# A Accessories and ordering information

- To order supplies in the U.S., go to [www.hp.com/sbso/product/supplies](http://www.hp.com/sbso/product/supplies).
- To order supplies worldwide, go to [www.hp.com/ghp/buyonline.html](http://www.hp.com/ghp/buyonline.html).
- To order supplies in Canada, go to [www.hp.ca/catalog/supplies](http://www.hp.ca/catalog/supplies).
- To order supplies in Europe, go to [www.hp.com/go/ljsupplies](http://www.hp.com/go/ljsupplies).
- To order supplies in Asia-Pacific, go to [www.hp.com/paper/](http://www.hp.com/paper/).
- To order accessories, go to [www.hp.com/go/accessories](http://www.hp.com/go/accessories).

## Supplies

Product name	Description	Part number
Replacement print cartridge	Average yield for the print cartridge is approximately 2,000 pages.	CB436A

## Cable and interface accessories

Product name	Description	Part number
USB cable	2-meter standard USB-compatible device connector	C6518A
	3-meter standard USB-compatible device connector	C6520A



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## B Service and support

### Hewlett-Packard limited warranty statement

#### HP PRODUCT

HP LaserJet M1120 and M1120n

#### DURATION OF LIMITED WARRANTY

One-year limited warranty

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province. HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL

(INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

## Customer self repair warranty service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts: 1) Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service. 2) Parts for which customer self repair is optional. These parts are also designed for Customer Self Repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

## Print cartridge limited warranty statement

This HP product is warranted to be free from defects in materials and workmanship.

This warranty does not apply to products that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

# HP Customer Care

## Online Services

For 24-hour access to updated HP device-specific software, product information, and support information through an Internet connection, go to the Web site: [www.hp.com/support/LJM1120](http://www.hp.com/support/LJM1120).

HP Instant Support Professional Edition (ISPE) is a suite of Web-based troubleshooting tools for desktop computing and printing products. Go to [instantsupport.hp.com](http://instantsupport.hp.com).

## Telephone support

HP provides free telephone support during the warranty period. For the telephone number for your country/region, see the flyer that shipped with the device, or visit [www.hp.com/support/](http://www.hp.com/support/). Before calling HP, have the following information ready: the product name and serial number, the date of purchase, and a description of the problem.

## Software utilities, drivers, and electronic information

[www.hp.com/go/LJM1120\\_software](http://www.hp.com/go/LJM1120_software)

The Web page for the drivers is in English, but you can download the drivers themselves in several languages.

## HP direct ordering for accessories or supplies

- United States: [www.hp.com/sbso/product/supplies](http://www.hp.com/sbso/product/supplies).
- Canada: [www.hp.ca/catalog/supplies](http://www.hp.ca/catalog/supplies)
- Europe: [www.hp.com/go/ljsupplies](http://www.hp.com/go/ljsupplies)
- Asia-Pacific: [www.hp.com/paper/](http://www.hp.com/paper/)

To order genuine HP parts or accessories, go to the HP Parts Store at [www.hp.com/buy/parts](http://www.hp.com/buy/parts) (U.S. and Canada only), or call 1-800-538-8787 (U.S.) or 1-800-387-3154 (Canada).

## HP service information

To locate HP-Authorized Dealers, call 1-800-243-9816 (U.S.) or 1-800-387-3867 (Canada).

Outside the United States and Canada, call the customer support number for your country/region. See the flyer that shipped in the box with the device.

## HP service agreements

Call 1-800-HPINVENT (1-800-474-6836 (U.S.)) or 1-800-268-1221 (Canada). Or, go to the HP SupportPack and Carepaq™ Services Web site at [www.hpexpress-services.com/10467a](http://www.hpexpress-services.com/10467a).

For extended service, call 1-800-446-0522.

## HP support and information for Macintosh computers

Go to [www.hp.com/go/macosex](http://www.hp.com/go/macosex) for Macintosh OS X support information and HP subscription service for driver updates.

Go to [www.hp.com/go/mac-connect](http://www.hp.com/go/mac-connect) for products that are designed specifically for the Macintosh user.

## HP maintenance agreements

HP has several types of maintenance agreements that meet a wide range of support needs. Maintenance agreements are not part of the standard warranty. Support services may vary by area. Check with your local HP dealer to determine the services available to you.

## Repacking the device

If HP Customer Care determines that your device needs to be returned to HP for repair, follow the steps below to repack the device before shipping it.

---

△ **CAUTION:** Shipping damage as a result of inadequate packing is the customer's responsibility.

---

1. Remove and retain the print cartridge.

△ **CAUTION:** It is *extremely important* to remove the print cartridge before shipping the device. A print cartridge that remains in the device during shipping will leak and entirely cover the device engine and other parts with toner.

To prevent damage to the print cartridge, avoid touching the roller on it, and store the print cartridge in its original packing material or so that it is not exposed to light.

---

2. Remove and retain the power cable, interface cable, and optional accessories.
3. If possible, include print samples and 50 to 100 sheets of paper or other print media that did not print correctly.
4. In the U.S., call HP Customer Care to request new packing material. In other areas, use the original packing material, if possible. Hewlett-Packard recommends insuring the equipment for shipment.

## Extended warranty

HP Support provides coverage for the HP hardware product and all HP-supplied internal components. The hardware maintenance covers a 1- to 3-year period from date of the HP product purchase. The customer must purchase HP Support within the stated factory warranty. For more information, contact the HP Customer Care Service and Support group.

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# C Specifications

This section contains the following information about the product:

- [Physical specifications](#)
- [Electrical specifications](#)
- [Power consumption](#)
- [Environmental specifications](#)
- [Acoustic emissions](#)

## Physical specifications

**Table C-1 Physical specifications**

Product	Height	Depth	Width	Weight
HP LaserJet M1120	308 mm (12.1 inches)	363 mm (14.3 inches)	437 mm (17.2 inches)	8.2 kg (18.7 lb)
HP LaserJet M1120n	308 mm (12.1 inches)	363 mm (14.3 inches)	437 mm (17.2 inches)	8.2 kg (18.7 lb)

## Electrical specifications

- △ **CAUTION:** Power requirements are based on the country/region where the product is sold. Do not convert operating voltages. This will damage the product and void the product warranty.

**Table C-2 Electrical specifications**

Item	110-volt models	230-volt models
Power requirements	110 to 127 V (+/- 10%)	220 to 240 V (+/- 10%)
	50 / 60 Hz (+/- 2 Hz)	50 / 60 Hz (+/- 2 Hz)
Rated current	4.9 A	2.9 A

## Power consumption

**Table C-3 Power consumption (average, in watts)<sup>1</sup>**

Product model	Printing <sup>2</sup>	Copying <sup>2</sup>	Ready/Sleep <sup>3</sup>	Off
HP LaserJet M1120	420 W	420 W	5 W	<0.1 W
HP LaserJet M1120n	420 W	420 W	8 W	<0.1 W

<sup>1</sup> Values are based on preliminary data. See [www.hp.com/support/LJM1120](http://www.hp.com/support/LJM1120) for current information.

<sup>2</sup> Power reported is highest values measured using all standard voltages.

<sup>3</sup> Instant on fuser technology.

<sup>4</sup> Recovery time from Ready/Sleep to start of printing < 6 seconds.

<sup>5</sup> Maximum heat dissipation for all models in Ready mode = 30 BTU/hour



## Environmental specifications

**Table C-4 Environmental specifications<sup>1</sup>**

	Recommended	Operating	Storage
Temperature	15° to 32.5° C (59° to 90.5° F)	15° to 32.5° C (59° to 90.5° F)	–20° to 40° C (–4° to 104° F)
Relative humidity	10% to 80%	10% to 80%	95% or less

<sup>1</sup> Values are subject to change.

## Acoustic emissions

**Table C-5 Acoustic emissions**

Sound Power Level	Declared per ISO 9296 <sup>1</sup>
Printing (19 ppm)	$L_{WAd} = 6.6$ Bels(A) [66 dB(A)]
Ready	Inaudible
Sound Pressure Level - Bystander Position	Declared per ISO 9296 <sup>1</sup>
Printing (19 ppm)	$L_{pAm} = 53$ dB(A)
Ready	Inaudible

<sup>1</sup> Values are based on preliminary data. See [www.hp.com/support/LJM1120](http://www.hp.com/support/LJM1120) for current information.

<sup>2</sup> Configuration tested: HP LaserJet M1120 printing simplex using A4 paper at 19 ppm.



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## D Regulatory information


This section contains the following regulatory information:

- [FCC compliance](#)
- [Environmental product stewardship program](#)
- [Declaration of conformity](#)
- [Safety statements](#)

## FCC compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

 **NOTE:** Any changes or modifications to the printer that are not expressly approved by Hewlett-Packard could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

## Environmental product stewardship program

### Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

### Ozone production

This product generates no appreciable ozone gas (O<sub>3</sub>).

### Power consumption

Power usage drops significantly while in Ready/Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. To determine the ENERGY STAR® qualification status for this product see the Product Data Sheet or Specifications Sheet. Qualified products are also listed at:

<http://www.hp.com/hpinfo/globalcitizenship/environment/productdesign/ecolabels.html>

### Toner consumption

EconoMode uses less toner, which might extend the life of the print cartridge.

### Paper use

This product's duplex feature (two-sided printing) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

## Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

## HP LaserJet print supplies

It's easy to return and recycle your empty HP LaserJet print cartridges—free of charge—with HP Planet Partners. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package. You help reduce the toll on the environment further when you return multiple cartridges together rather than separately.

HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, customer use and recycling. When you participate in the HP Planet Partners program, we ensure your HP LaserJet print cartridges are recycled properly, processing them to recover plastics and metals for new products and diverting millions of tons of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Thank you for being environmentally responsible!



**NOTE:** Use the return label to return original HP LaserJet print cartridges only. Please do not use this label for HP inkjet cartridges, non-HP cartridges, refilled or remanufactured cartridges or warranty returns. For information about recycling your HP inkjet cartridges please go to <http://www.hp.com/recycle>.

## Return and recycling instructions

### United States and Puerto Rico

The enclosed label in the HP LaserJet toner cartridge box is for the return and recycling of one or more HP LaserJet print cartridges after use. Please follow the applicable instructions below.

#### Multiple returns (two to eight cartridges)

1. Package each HP LaserJet print cartridge in its original box and bag.
2. Tape up to eight single boxes together using strapping or packaging tape (up to 70 lbs).
3. Use a single pre-paid shipping label.

#### OR

1. Use your own suitable box, or request a free bulk collection box from the <http://www.hp.com/recycle> or 1-800-340-2445 (holds up to eight HP LaserJet print cartridges).
2. Use a single pre-paid shipping label.

#### Single returns

1. Package the HP LaserJet print cartridge in its original bag and box.
2. Place the shipping label on the front of the box.

## Shipping

For all HP LaserJet print cartridge recycling returns, give the package to UPS during your next delivery or pickup, or take it to an authorized UPS drop-off center. For the location of your local UPS drop-off center, call 1-800-PICKUPS or visit <http://www.ups.com>. If you are returning via USPS label, give the

package to a U.S. Postal Service carrier or drop off at a U.S. Postal Service Office. For more information, or to order additional labels or boxes for bulk returns, visit <http://www.hp.com/recycle> or call 1-800-340-2445. Requested UPS pickup will be charged normal pickup rates. Information subject to change without notice.

## Non-US returns

To participate in HP Planet Partners return and recycling program, just follow the simple directions in the recycling guide (found inside the packaging of your new printer supply item) or visit <http://www.hp.com/recycle>. Select your country/region for information on how to return your HP LaserJet printing supplies.

## Paper

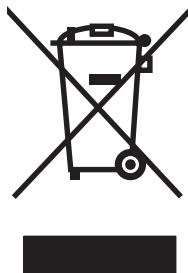
This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

## Material restrictions

This HP product does not contain added mercury.

This HP product does not contain a battery.

## Disposal of waste equipment by users in private households in the European Union



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

## Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by contacting the HP Web site at [www.hp.com/go/msds](http://www.hp.com/go/msds) or [www.hp.com/hpinfo/globalcitizenship/environment](http://www.hp.com/hpinfo/globalcitizenship/environment).

## For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system

- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

Visit [www.hp.com/go/environment](http://www.hp.com/go/environment) or [www.hp.com/hpinfo/globalcitizenship/environment/index.html](http://www.hp.com/hpinfo/globalcitizenship/environment/index.html).

# Declaration of conformity

## Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1

**Manufacturer's Name:** Hewlett-Packard Company DoC#: BOISB-0604-03-rel.1.0  
**Manufacturer's Address:** 11311 Chinden Boulevard,  
Boise, Idaho 83714-1021, USA

**declares, that the product**

**Product Name:** HP LaserJet M1120 Series  
**Regulatory Model Number<sup>2)</sup>** BOISB-0604-03  
**Product Options:** ALL  
**Print Cartridges:** CB436A

**conforms to the following Product Specifications:**

**SAFETY:** IEC 60950-1:2001 / EN60950-1: 2001 +A11  
IEC 60825-1:1993 +A1 +A2 / EN 60825-1:1994 +A1 +A2 (Class 1 Laser/LED Product)  
GB4943-2001

**EMC:** CISPR22:2005 / EN55022:2006 – Class B<sup>1)</sup>  
EN 61000-3-2:2000 +A2  
EN 61000-3-3:1995 +A1  
EN 55024:1998 +A1 +A2  
FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4  
GB9254-1998, GB17625.1-2003

### Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC and carries the CE-Marking accordingly.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

Boise, Idaho , USA

**August 2007**

### For regulatory topics only:

**European Contact:** Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe., Herrenberger Strasse 140, , D-71034, Böblingen, (FAX: +49-7031-14-3143)

**USA Contact:** Product Regulations Manager, Hewlett-Packard Company,, PO Box 15, Mail Stop 160, Boise, ID 83707-0015, , (Phone: 208-396-6000)



# Safety statements

## Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a “Class 1” laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

⚠ **WARNING!** Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

## Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

« Conforme à la classe B des normes canadiennes de compatibilité électromagnétiques. « CEM ». »

## EMI statement (Korea)

**B급 기기** (가정용 정보통신기기)

이 기기는 가정용으로 전자파적합등록을 한 기기로서  
주거지역에서는 물론 모든지역에서 사용할 수 있습니다.

## Laser statement for Finland

### Luokan 1 laserlaite

Klass 1 Laser Apparat

HP LaserJet M1120, M1120n, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1994) mukaisesti.

### VAROITUS !

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

### VARNING !

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

### HUOLTO

HP LaserJet M1120, M1120n - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyneitä työkaluja.

### VARO !

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

### VARNING !

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen. Tiedot laitteesta käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.

## Substances table (China)

根据中国电子信息产品污染控制管理办法的要求而出台


Table D-1 有毒有害物质表

部件名称	有毒有害物质和元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
打印引擎	X	O	X	X	O	O
复印机组件	X	O	O	O	O	O
控制面板	O	O	O	O	O	O
塑料外壳	O	O	O	O	O	O
格式化板组件	X	O	O	O	O	O
碳粉盒	X	O	O	O	O	O

**O:**表示在此部件所用的所有同类材料中，所含的此有毒或有害物质均低于 SJ/T11363-2006 的限制要求。

**X:**表示在此部件所用的所有同类材料中，至少一种所含的此有毒或有害物质高于 SJ/T11363-2006 的限制要求。

---

 **NOTE:** 引用的“环保使用期限”是根据在正常温度和湿度条件下操作使用产品而确定的。

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# Glossary

**browser** Short for Web browser, a software program that is used to locate and open Web pages.

**collate** The process of printing a multiple-copy job in sets. When collate is selected, the product prints an entire set before printing additional copies. Otherwise, the product prints the specified number of copies of one page before printing the subsequent pages.

**contrast** The difference between the dark and light areas of an image. The lower the number value, the more closely the shades resemble each other. The higher the number, the more the shades appear separate from each other.

**dots per inch (dpi)** A measurement of resolution that is used for printing. Generally, more dots per inch result in a higher resolution, more visible detail in the image, and a larger file size.

**DSL** Digital subscriber line, a technology that enables a high-speed, direct connection to the Internet through telephone lines.

**e-mail (electronic mail)** An abbreviation for electronic mail. Software that can be used to electronically transmit items over a communications network.

**file format** The way the contents of a file are structured by a program or group of programs.

**grayscale** Shades of gray that represent light and dark portions of an image when color images are converted to grayscale; colors are represented by various shades of gray.

**halftone** An image type that simulates grayscale by varying the number of dots. Highly colored areas consist of a large number of dots, while lighter areas consist of a smaller number of dots.

**HP Director** A software program that is used when working with documents on a Macintosh computer.

**link** A connection to a program or device that can be used to send information from the product software to other programs, such as e-mail, electronic fax, and OCR links.

**optical character recognition (OCR) software** OCR software converts an electronic image of text, such as a scanned document, into a form that word processor, spreadsheet, and database programs can use.

**pixels per inch (ppi)** A measurement of resolution that is used for scanning. Generally, more pixels per inch result in a higher resolution, more visible detail in the image, and a larger file size.

**printer driver** A printer driver is a program that software programs use to gain access to a product's features. A printer driver translates a software program's formatting commands (such as page breaks and font selection) into a printer language (such as PostScript or PCL), and then sends the print file to the product.

**Readiris** An optical character recognition (OCR) program that was developed by I.R.I.S. and that is included with the product software.

**resolution** The sharpness of an image, measured in dots per inch (dpi). The higher the dpi, the greater the resolution.

**surge protector** A device that protects a power supply and communications lines from electrical surges.

**TWAIN** An industry standard for scanners and software. By using a TWAIN-compliant scanner with a TWAIN-compliant program, a scan can be initiated from within the program.

**URL** Uniform resource locator, the global address of documents and resources on the Internet. The first part of the address indicates what protocol to use, the second part specifies the IP address or the domain name where the resource is located.

**USB** Universal serial bus (USB) is a standard that was developed by the USB Implementers Forum, Inc., to connect computers and peripherals. USB is designed to concurrently connect a single computer USB port to multiple peripherals.

**watermarks** A watermark adds background text to a document that is being printed. For example, "Confidential" can be printed in the background text of a document to indicate that the document is confidential. A selection can be made from a set of predefined watermarks, and the font, size, angle, and style can be changed. The product can place the watermark on the first page only or all pages.

**WIA** Windows Imaging Architecture (WIA) is an imaging architecture that is available in Windows Me and Windows XP. A scan can be initiated from within these operating systems by using a WIA-compliant scanner.

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